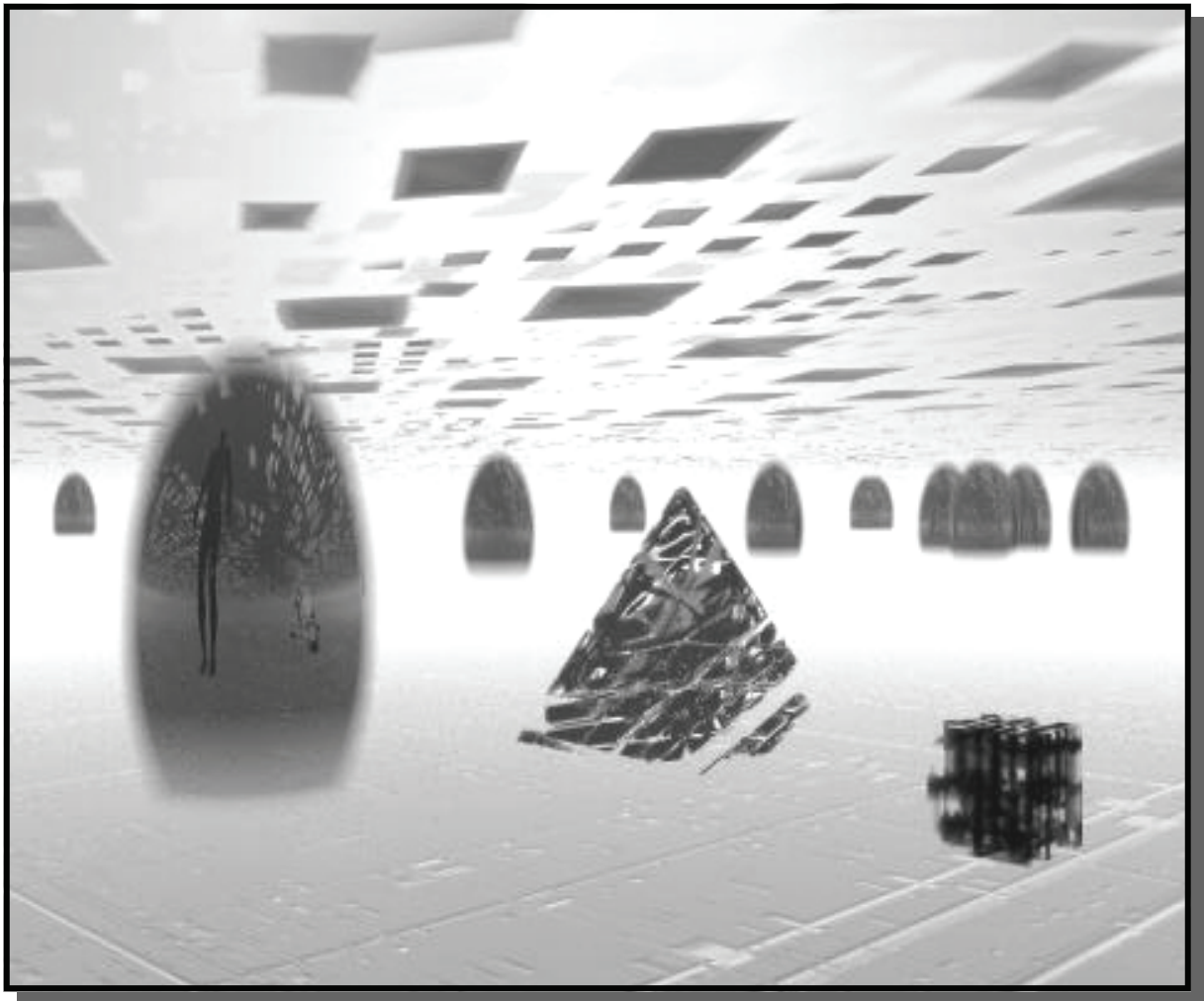


# Resources *for* Professional Development



Prepared for the Fall conference of the Missouri Juvenile Justice Association  
*October—2006*

Office of State Courts Administrator  
*Division of Judicial Education*

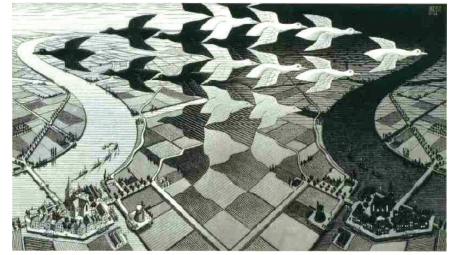
P

rofessional development happens on many levels. It may happen formally, in class or via on-line courses. It may be a result of individual research and analysis of documents accessed through libraries or mined through search engines. It could be as simple as networking with the right people at the right time.

Or, it could be all of the above.

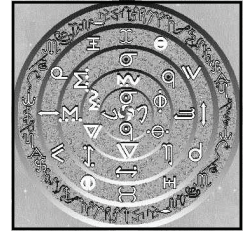
This material will reference many of the opportunities for professional development available to Missouri juvenile justice professionals from their computer. It is not intended to be an exclusive list - no list of on-line resources could ever possibly claim to be 'exclusive', final, or complete. Nor is it intended to act as a complete users manual for any resource. But it will provide a snap-shot description of the purpose of primary resources, especially those available through the judicial network, and how to access them.

Professional development moves beyond simple vocational training and offers an individual path to greater professionalism, personal harmony, and enhanced community value. Welcome to the journey!



# Contents

<b>Training Standards .....</b>	<b>3</b>
<b>Network Resources .....</b>	<b>5</b>
Lotus Notes Email .....	6
Sametime Connect .....	8
MOJJIS .....	10
iNotes .....	13
<b>Formal Instruction .....</b>	<b>15</b>
Juvenile Officer's Handbook .....	16
GOLD .....	18
JEWELS .....	23
Six-Month Training Links .....	27
Live Classes Through OSCA .....	30
On-Line Courses .....	32
<b>Virtual Libraries .....</b>	<b>33</b>
Judicial Education Lending Library .....	34
Clerk's Handbook .....	37
Missouri State Statutes .....	38
Case Law .....	39
Case.Net .....	41
Search Engines .....	43
Reference Sites .....	45
Webcasting .....	48



# Training Standards

## For Juvenile Officers

### Core Skills & Competencies

The Juvenile Division Education Committee has identified 10 knowledge and skill sets that Juvenile Officers should have in order to be well-trained, highly-effective juvenile court professionals. Through the guidance of the Committee, Judicial Education offers a variety of professional development opportunities to assist juvenile officers and detention workers throughout Missouri in developing essential skills and knowledge.

#### **Courtroom Skills**

**Knowledge of Statutes, Juvenile Code and Supreme Court Rule**

**Ability to Communicate Effectively**

**Interviewing Skills**

**Knowledge of Community and Statewide Resources**

**Case Management Skills**

**Documentation—Ability to prepare written reports**

**Basic Computer Skills**

**Professionalism**

**Safety**

### Six Month Training Standards

New Juvenile Officers shall receive from the employing circuit within the first six months of employment, In-Service Orientation training to include:

**Function and Jurisdiction of the Courts**

**Judicial Department Organizational Structure (State and Local)**

**Personnel Policy**

**Appointing Authority**

**Office of State Courts**

**Local Government**

**Sexual Harassment Awareness and Gender Fairness**

**Educational Requirements**

**Liability Issues**

**Ethics**

**Confidentiality**

**Missouri Supreme Court Rules and Code**

The Juvenile Division Education Web site includes links to resources that help meet these standards. Go to the Office of State Courts Administrator (OSCA) home page at...

[www.courts.mo.gov](http://www.courts.mo.gov)

...and follow the links to OSCA, Judicial Education, Juvenile Division Education, Six-Month Training Links.

## First Year Training Standards

Within the first year of employment, Juvenile Officers will receive 40 hours of Fundamental Skills curriculum. Juvenile Division Education provides a 40-hour certification program, "Fundamental Skills for Good Juvenile Probation Practice," for Juvenile and Family Court Personnel. The course is designed for officers who work with delinquency and status offenders and include an overview of the following topics:

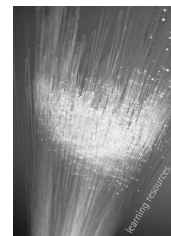
- Juvenile Justice System Overview
- The Juvenile Officer Profession
- Cultural Diversity
- Adolescence and Delinquency
- Interpersonal Communication Skills
- Officer Safety
- Assessment Skills
- Special Issues and Challenges  
(Ex., Substance Abuse, Suicide Prevention, Gender Issues)
- Pre-dispositional Recommendations
- Writing the Recommendations
- Courtroom Presentations
- Supervision and Case Planning
- Managing Resources and Time
- Enhancing the Profession—Ethics
- Victim Awareness

## Second and Third Year Training Standards

Within the second and third year of employment, Juvenile Officers will receive a minimum of 24 hours of training each year. Twelve hours each year must be related to the identified core skills and competencies. This can be accomplished by completing either course, "Motivating Change" or "Courtroom Skills" available through Juvenile Division Education.

## Ongoing Training

Thereafter, 24 hours of job-related training are required per year.



# Network Resources

For many, the first step towards acquiring new knowledge is to turn to the person in the office next door and ask. This is especially true in agencies that place a high value on mentoring, open communications and professional development.

Computer-aided communications makes it as easy to ‘talk’ to colleagues across the state as it is to shout a question across the hall. Discussion threads involving many professionals can more completely explore issues than single conversations, without tying individuals to the clock. Secure connectivity means that even confidential information can be shared between agencies.

We no longer work separately in offices. Rather, we share a single network that aims to protect and improve the lives of children and youth.

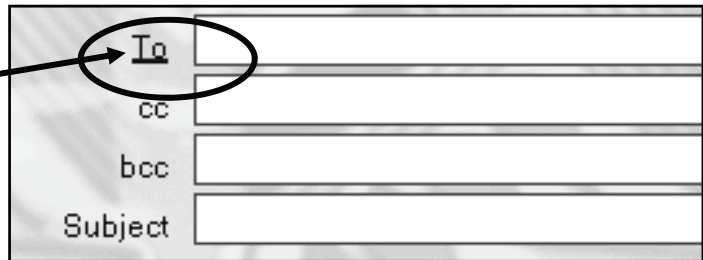
# Lotus Notes Email

Computers have made Email the most ubiquitous form of communication available, able to reach anyone and everyone at anytime, yet because messages can be read and replied at the receiver's leisure, inconveniencing nobody.

Most email software allows users to file their messages into customized folders, flag messages for follow up, automate out-of-office replies, confirm delivery of their own messages, and a host of other features.

Lotus Notes, used by most juvenile court employees, is no exception. Lotus Notes also enables users to coordinate and schedule meetings. Court employees from across the state can be located through the Judicial Address Book.

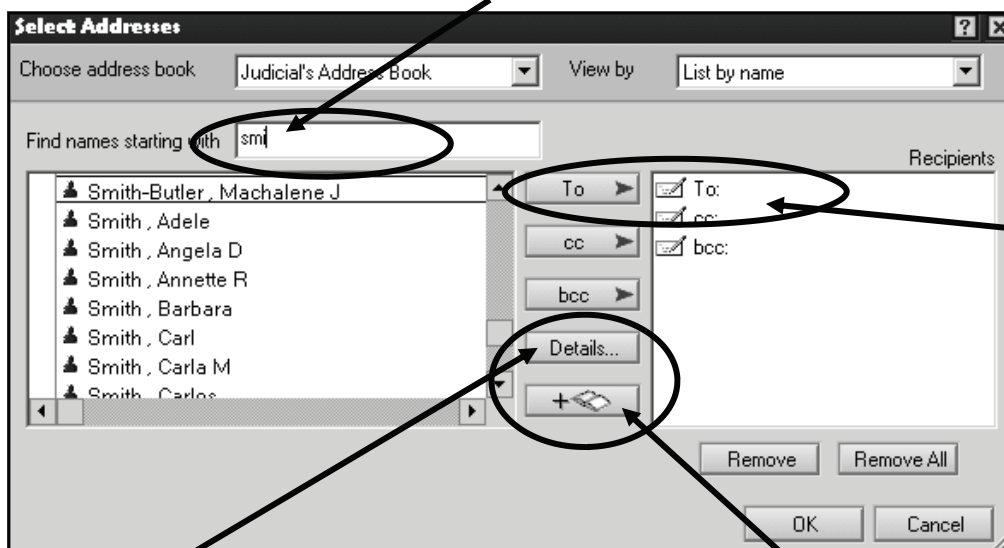
To access the address book, open a new message and click on 'To'



A screenshot of an email composition window. The 'To' field is highlighted with a black oval. Below it are fields for 'cc', 'bcc', and 'Subject'. An arrow points from the text 'To access the address book, open a new message and click on 'To'' to the 'To' field.

The Address Book Opens.

Typing a few letters of the person's last name in the dialog box will bring up every last name starting with those letters. With each letter, the search narrows.



A screenshot of the 'Select Addressee' dialog box. The 'Choose address book' dropdown is set to 'Judicial's Address Book'. The 'View by' dropdown is set to 'List by name'. The 'Find names starting with' text box contains 'smi'. A list of names is shown below, with 'Smith-Butler, Machalene J' highlighted. To the right of the list are buttons for 'To', 'cc', 'bcc', 'Details...', and a button with a plus sign and a person icon. The 'To' button is highlighted with a black oval. An arrow points from the text 'Highlighting a name and clicking on the To button will pull that name into the delivery path.' to the 'To' button. Another arrow points from the text 'The Details Button provides basic information about the highlighted individual.' to the 'Details...' button. A third arrow points from the text 'This button automatically adds the individual to your personal address book' to the plus button. At the bottom are 'Remove', 'Remove All', 'OK', and 'Cancel' buttons.

Highlighting a name and clicking on the To button will pull that name into the delivery path.

The Details Button provides basic information about the highlighted individual.

This button automatically adds the individual to your personal address book

To learn the full potential of Lotus Notes, check out these courses on JEWELS.

Course Code	Class Name
SS233489	GETTING STARTED WITH LOTUS NOTES 7 AND MAIL
SS233490	MANAGING MAIL, IM, AND CONTACTS IN LOTUS NOTES 7
SS233491	DATABASES, CALENDAR, & TO DO LISTS IN LOTUS NOTES 7

For more about JEWELS, see page 23.

[JEWELS Home Page](#) - [Sign On](#)



Judicial Education Web Learning System (JEWELS)

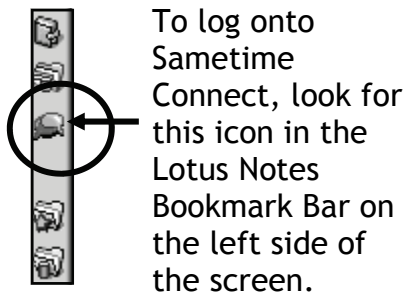


# Sametime Connect

Sametime Connect is an 'instant messaging' tool available through Lotus Notes.

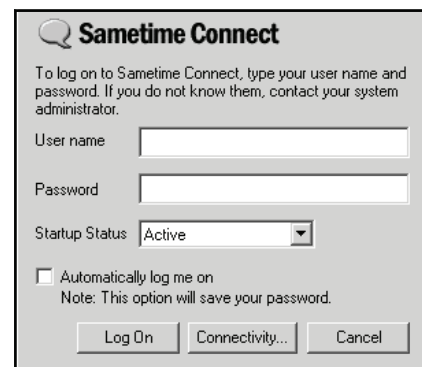
Instant messaging is a form of real-time communications between one or more people based on typed text and conveyed via networked computers. Because of its immediacy, it is more like a telephone conversation than an email, but unlike either the online status of users is listed on the network. Instant messaging is also less intrusive than the telephone, because users are not forced to reply immediately to incoming messages. Instant messaging is especially useful when there is a need for collaboration by professionals located in different offices.

Sametime Connect must first be activated by the Office of State Courts Administrator (OSCA) before it can be used. Such activation is the decision of the local circuit. Once the decision is reached, contact the OSCA Help Desk to begin the activation process.



To log onto Sametime Connect, look for this icon in the Lotus Notes Bookmark Bar on the left side of the screen.

A log-on screen will appear requiring a user name and password. These can be set to fill automatically.

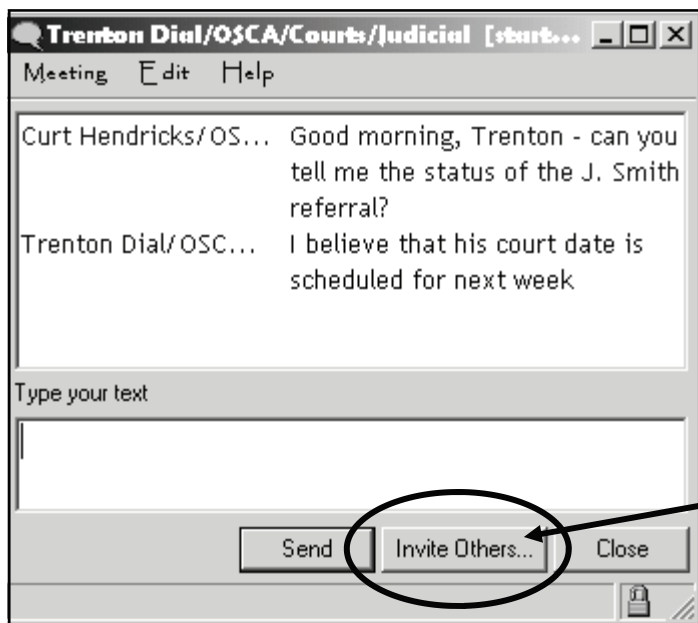
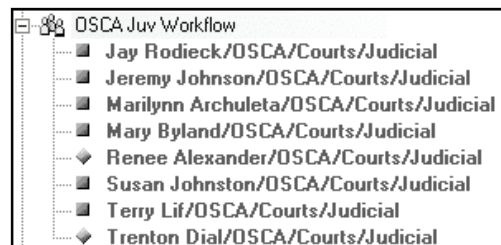
A dialog box titled "Sametime Connect" with a speech bubble icon. It contains instructions: "To log on to Sametime Connect, type your user name and password. If you do not know them, contact your system administrator." Below this are fields for "User name" and "Password". A "Startup Status" dropdown menu is set to "Active". There is an unchecked checkbox for "Automatically log me on" with a note: "Note: This option will save your password." At the bottom are three buttons: "Log On", "Connectivity...", and "Cancel".

A button on the Status Bar at the bottom of the Lotus Notes screen displays your availability.



The Sametime directory shows who is active (green square) and who is logged on, but away from their desk (yellow diamond). Only people who are logged on appear in the directory.

People are listed according to their work section or circuit. They can also be added to a personalized 'Work' list.



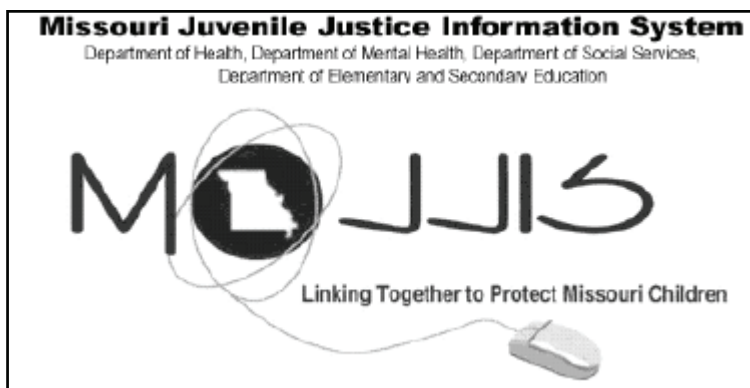
Clicking on one or more names opens a dialog box enabling communication.

Files can also be attached to messages, and a transcript of the entire conversation can be saved.

More people can be added to the conversation by clicking on the 'Invite Other's button.

# MOJJIS

'MOJJIS', or, the Missouri Juvenile Justice Information System, is a tool for sharing information between the Office of State Courts Administrator, the juvenile and family court divisions of the circuit courts, and the State departments of Social Services, Mental Health, Elementary and Secondary Education, and Health and Senior Services. MOJJIS is a secure, electronic process that enables these agencies to share information and coordinate services. It facilitates the assessment, intervention, and tracking of juveniles across agency boundaries throughout the state in order to reduce duplicate services and provide more appropriate treatment/services during a child's contact with one of these agencies.



Much more than a communications tool, MOJJIS is an entire process that breaks down barriers between agencies, while at the same time protecting the confidentiality of children and youth. MOJJIS specifies what information can be shared and establishes clear lines of authority within and between agencies for using the system.

Juveniles served by any of the participating agencies are automatically added to the MOJJIS system. A search of that system will reveal whether or not a juvenile coming into the care of one has previously been served by another. For example, a juvenile officer who searches MOJJIS may discover that a young person brought to his office for delinquency was previously served by the Department of Social Services.

Search for Juveniles	
<b>Required Information</b>	
At least one of these three fields must be filled in to submit the request	
SSN	<input type="text"/> (Please enter SSN as 999999999)
DCN	<input type="text"/>
Last Name	<input type="text"/> (Must have at least three characters)
<b>Optional Information (Recommended)</b>	
First Name	<input type="text"/>
Middle Name	<input type="text"/>
DOB	<input type="text"/> (mm/dd/yyyy.)
Gender	<input type="text" value="Any"/>
<input type="button" value="Find"/> <input type="button" value="Soundex"/> <input type="button" value="Clear"/>	

Juvenile Information				
Last Name SMITH				
First Name MORTIMER				
Middle Name				
Date of Birth 03/03/1993				
Sex M				
SSN 310645056				
DCN 23946835				
Program Participation/Contact Information				
Agency	Program Name	Contact Name Phone	Position Fax	Agency Location E-mail
Division of Youth Services	Youth Services	DEBBIE AKRIGHT 5734492939	5734498766	DAKRIGHT@MAIL.STATE.MO.US

MOJJIS will contain the fact that a juvenile was served, but not how the juvenile was served. It will display contact information for seeking specifics about the services provided.

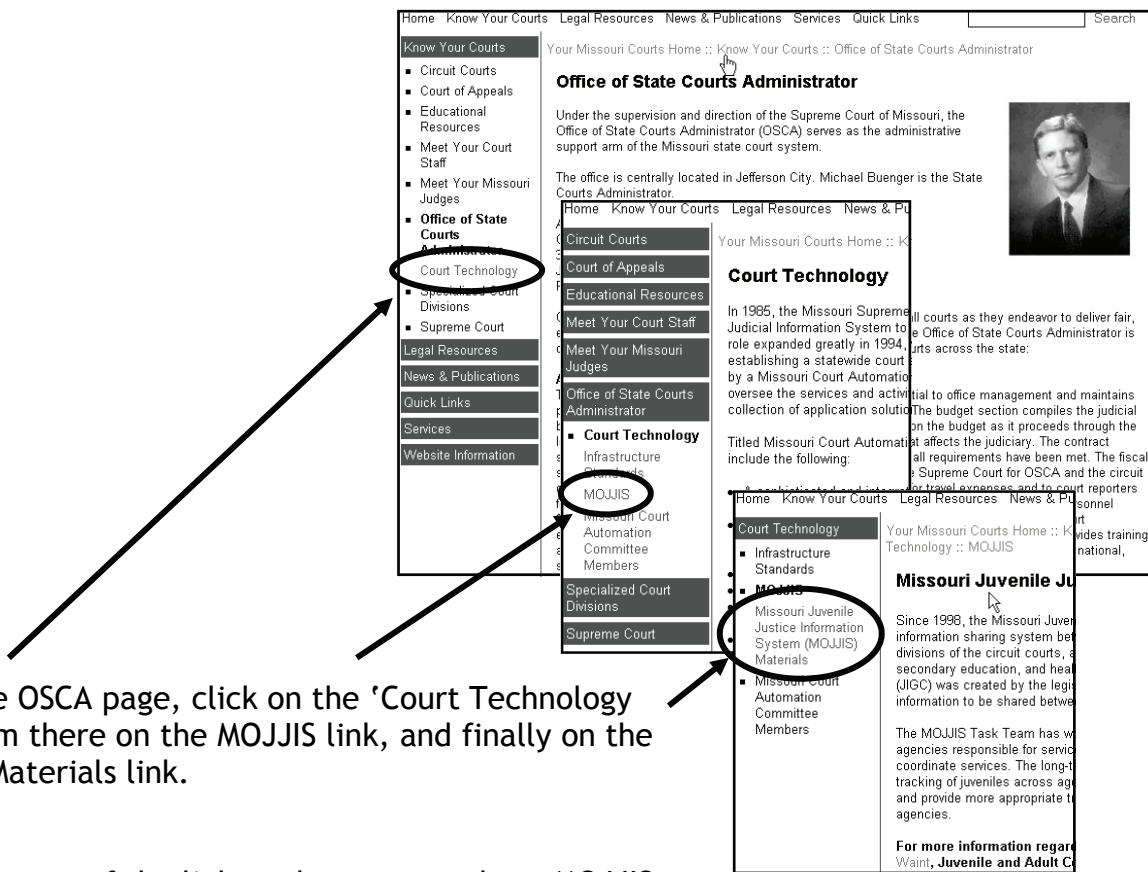
Clicking on the link will open a dialog box for sending an email to the contact.

A 'Juvenile Information Request Form' must be completed and submitted to the proper agency. Specific information about a juvenile that may be shared through MOJJIS includes:

- Person & School Data
- Family & Custodian Data
- Placement & Participation Data
- Medical & Legal Data
- Services & Intervention Data

A wealth of material about MOJJIS is available from the Missouri Judiciary web page, including user requirements and instruction manuals, and a training PowerPoint presentation. From the homepage, scroll over the 'Know Your Courts' link—a drop down menu will open—click on the State Courts Administrator link.





Home Know Your Courts Legal Resources News & Publications Services Quick Links Search

Your Missouri Courts Home :: Know Your Courts :: Office of State Courts Administrator :: Court Technology :: MOJJIS :: Missouri Juvenile Justice Information System (MOJJIS) Materials

### Missouri Juvenile Justice Information System (MOJJIS) Materials

**MOJJIS Evaluation Report 2003**  
Click here to download the MOJJIS Evaluation final report 2003.pdf

**MOJJIS User Requirements Manual (Updated January 2005)**  
Click here to download the MOJJIS User Requirements Manual 2005.pdf

**MOJJIS User Instruction Manual**  
Click here to download the MOJJIS User Instruction Manual.pdf

**MOJJIS Training Powerpoint**  
Click here to download the MOJJIS Training Powerpoint.pdf

**Forms**

- Click here to download the Juv Info Request Form.doc
- Click here to download the MOJJIS Requester Oath.pdf
- Click here to download the MOJJIS Provider Oath.pdf
- Click here to download the DMH Authorization for Disclosure.doc

Jobs & Bids Related Sites Site Map Contact About

# iNotes

Lotus Notes email and Sametime provides secure communications throughout the Judiciary. Juvenile justice officials can share sensitive information through this network without fear of compromise—all messages remain safely behind the secure State firewall.

MOJJIS provides the same level of security between the judiciary and State agencies, making it possible for a juvenile officer to share critical information with colleagues in, for example, the Children's Division.

Non-State agencies, specifically schools and municipalities, are more problematic. Computer-aided communication with these institutions leave the security blanket of the State firewall, and thus are considered more vulnerable. That brings us to iNotes.

Like Lotus Notes, iNotes is a product of IBM. It provides a secure communication link between the Judiciary and non-State entities—for our purposes, it is specifically intended to link juvenile offices with school districts.

Juvenile offices need do nothing to utilize iNotes—messages sent via Lotus Notes will move directly and securely through iNotes. Rather, it is the school that can use iNotes to establish a secure email link to the juvenile office. Therefore, it is the school that must obtain a license to use iNotes.

**Server Login**

Please enter your Username and Password

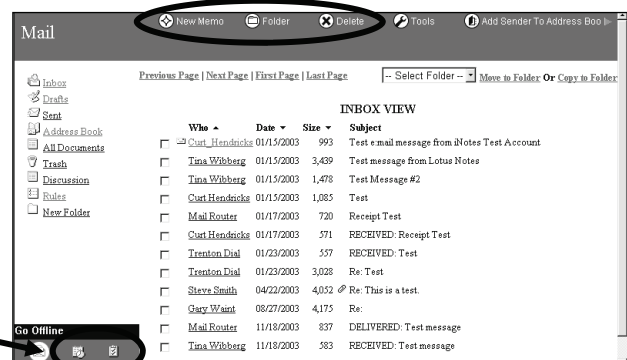
Username

Password

iNotes is a Web-based communications tool. To access, a school official would open their internet browser, navigate to the iNotes site and log-in to the secure server using a unique username and password.

School officials can send new messages and organize their messages through the inbox.

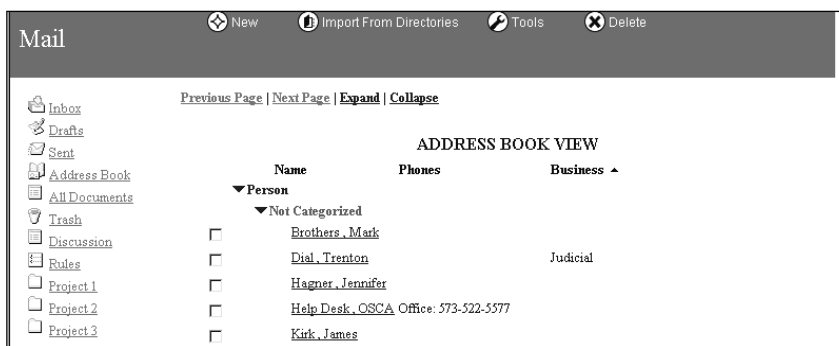
A calendar and To-Do List is also available in iNotes, however these are non-networked features that are only accessible by the individual user.



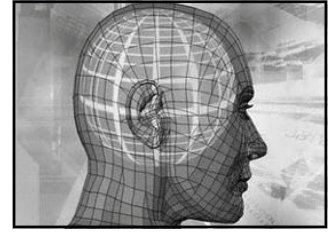


## Add Sender To Address Book

Because it is the school that carries the software license, iNotes only succeeds when school officials are committed to effective, regular communications with the juvenile office. iNotes represents a collaboration between schools and the judiciary. Where both sides recognize the benefits of working together, children and youth are better served by both.



A limited number of iNotes licenses are available through OSCA. For more information, contact Terri Norris at 573.522.8259



# Formal Instruction

Technology has done nothing to diminish the importance of the classroom or its materials. Following a specific course of study towards tangible goals and led by a trained educator continues to be the most recognized method for gaining knowledge. Textbooks must still be written - teachers must still teach  
- students must still interact.

What technology has achieved is a vast opening in how formal instruction can be delivered.

Textbooks can be accessed via the computer - they can be searched for specific information, just as the learner needs it, and never go out of date.

Classes can be taken without ever leaving the office. The computer can enable real-time interaction with an instructor and other students, or can be fully automated, waiting for the learner's convenience.

A range of classroom courses, based on the training standards for juvenile officers established by the Juvenile Division Education Committee, are also available twice a year at the Judicial Education Center in Jefferson City.

Juvenile court professionals may access thousands of opportunities for bettering themselves - the only requirement is the will to learn.



# Juvenile Officer's Handbook

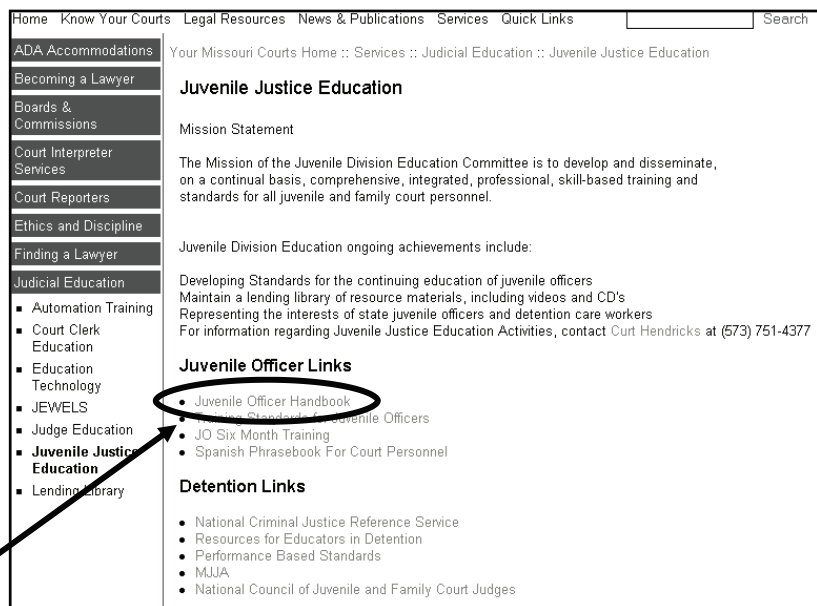
Juvenile officers may often find they need to know more than what State statutes and regulations say—they need to know what they mean. This interactive web page does exactly that. It enables learners to navigate to general sections, or to enter specific search criteria. The quick desktop access to this material means that juvenile officers are never more than a few mouse clicks away from information pertaining to nearly any issue that may arise.

The screenshot shows the 'Your Missouri Courts' website. The main navigation bar includes links for Home, Know Your Courts, Legal Resources, News & Publications, and Services. The 'Services' link is circled, and an arrow points to it. Below the navigation bar, the 'Judicial Education' link is also circled, with an arrow pointing to it. To the right, the 'Quick Links' section lists various services, including Appellate Opinions, Case net, Court Forms, Court Rules, Case Collection Center, Judicial Vacancies, and Juror Information. Below the main navigation bar, the 'Judicial Education' section is highlighted, showing the 'Judicial Education' link. Below this, the 'Website Information' section is shown, listing various resources, including JEWELS (Judicial Education Web Learning System), JEWELS User Manual, Court Clerk Education, Judge Education, Municipal Judge Education, Juvenile Justice Education (circled), and Lending Library. An arrow points to the 'Juvenile Justice Education' link. To the right of the 'Website Information' section, a scroll bar is circled, with an arrow pointing to it, indicating the need to scroll down the page.

To access the Juvenile Officer's Handbook, navigate to Juvenile Division Education through the Judiciary web page. Scroll over 'Services', and click the Judicial Education Link.

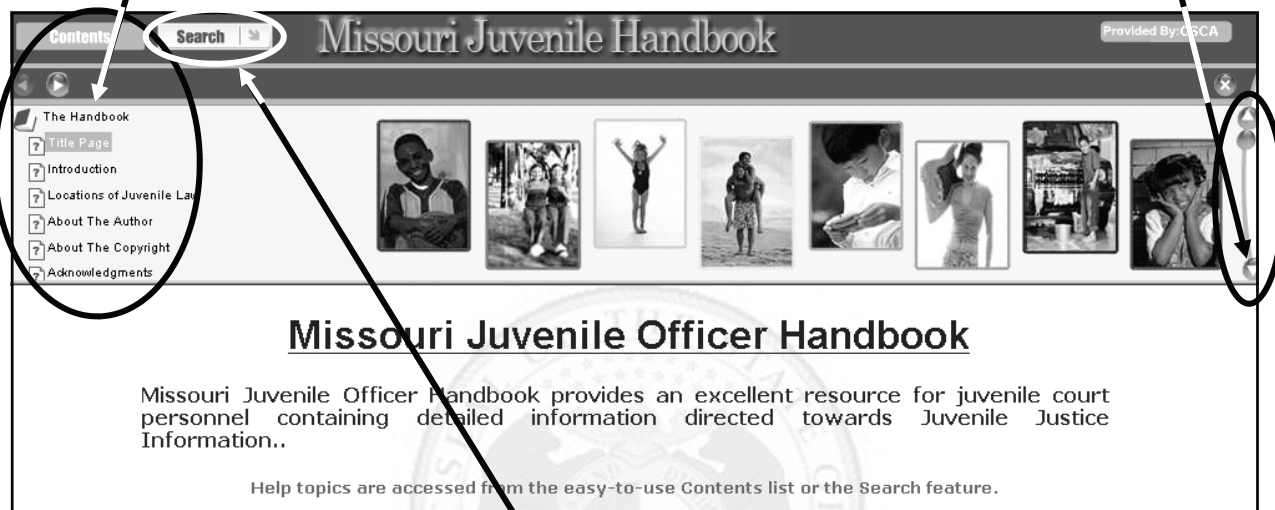
Scroll down the page to find the Juvenile Division Education link under 'Website Information'.

Click on this link to access the Juvenile Officer's Handbook.

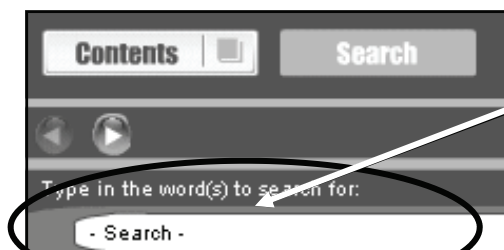


Users can browse through the Handbook by clicking on the Contents sections.

These buttons allow the user to scroll through the contents.



Or, the user can click on the Search button to find a specific issue.



A dialog box opens enabling the user to type in the issue they wish to find—the search will return a list of all instances in the Handbook where that issue arises.

# GOLD

'GOLD', or 'Great On-Line Learning Domain' is the Web-accessible textbook for the Justice Information System (JIS) database that Missouri courts use to record their proceedings. GOLD is more than a simple reference guide for JIS. Whereas a reference guide is a source for straight facts, GOLD provides specific, step-by-step procedures for marrying the activities of the court with the capabilities and limitations of the software.

GOLD is searchable—the user can uncover every reference that may exist for any issue, including tips and hints for avoiding data entry problems. GOLD alleviates the need for court employees to attempt to memorize obscure or rarely used procedures because the instructions for documenting those procedures are only a few mouse clicks away.

GOLD is contained within JEWELS, the court's Web-based learning portal. (For more on JEWELS, see page 23). Access JEWELS through the Judiciary web page and the Judicial Education link under 'Services'.

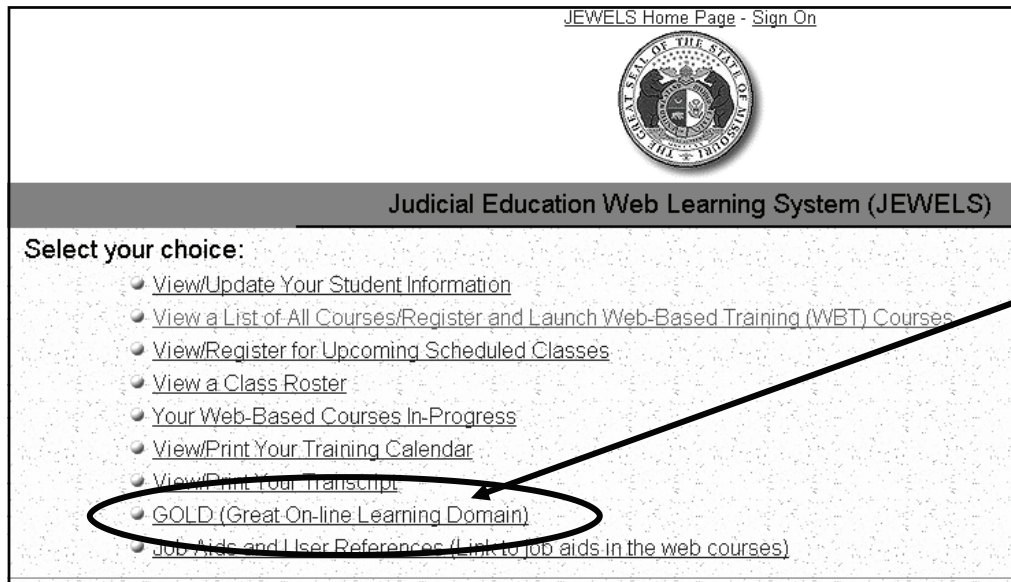
The screenshot shows the 'Your Missouri Courts' website. The main navigation bar includes 'Home', 'Know Your Courts', 'Legal Resources', 'News & Publications', and 'Services'. The 'Services' menu is open, showing options like 'ADA Accommodations', 'Court Interpreter Services', 'Ethics and Discipline', 'Becoming a Lawyer', 'Find a Lawyer', 'Boards & Commissions', 'Court Reporters', and 'Judicial Education'. The 'Judicial Education' link is circled. An arrow points from the text 'Scroll down to find JEWELS under 'Website Information'' to the 'Website Information' section at the bottom of the page. Another arrow points from the text 'NOTE: JEWELS is only available through an OSCA network connection (intranet).' to the 'JEWELS (Judicial Education Web Learning System)' link in the 'Website Information' section. A third arrow points from the text 'Access JEWELS through the Judiciary web page and the Judicial Education link under 'Services'' to the 'Judicial Education' link in the 'Services' menu. A fourth arrow points from the text 'GOLD is contained within JEWELS, the court's Web-based learning portal.' to the 'JEWELS (Judicial Education Web Learning System)' link. The 'Website Information' section lists several links, including 'JEWELS (Judicial Education Web Learning System)', 'JEWELS User Manual', 'Court Clerk Education', 'Judge Education', 'Municipal Judge Education', 'Juvenile Justice Education', and 'Lending Library'. The 'JEWELS (Judicial Education Web Learning System)' link is circled.

Scroll down to find JEWELS under 'Website Information'.

*NOTE: JEWELS is only available through an OSCA network connection (intranet).*

Access JEWELS through the Judiciary web page and the Judicial Education link under 'Services'.

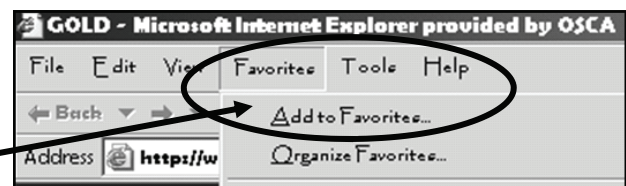
GOLD is contained within JEWELS, the court's Web-based learning portal.



Access GOLD by clicking this link.

GOLD will open in a new window.

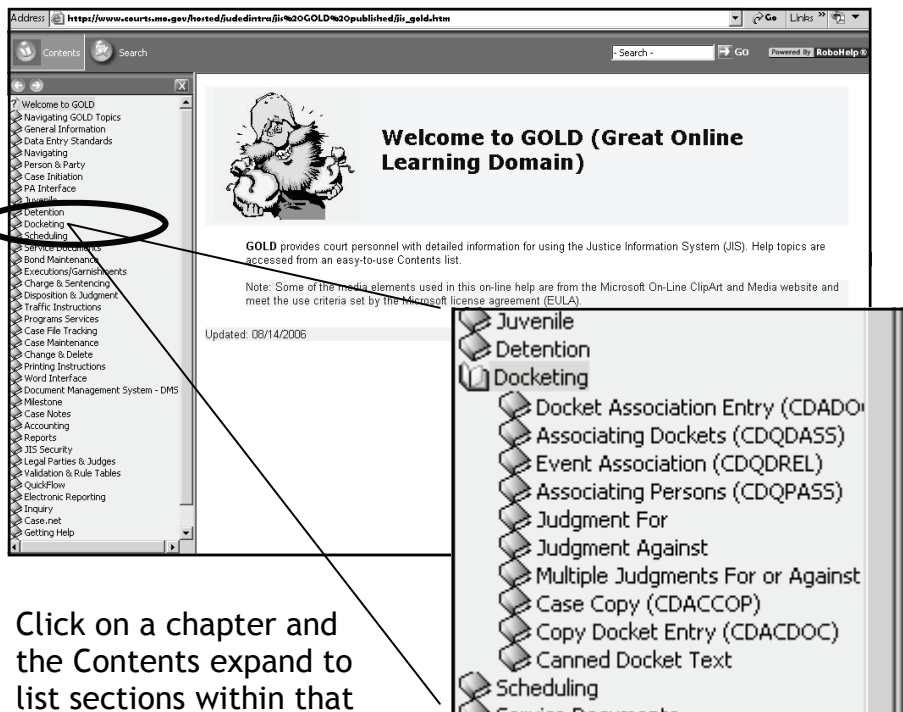
GOLD can also be added to your internet browser's 'Favorites' list so that it opens with just one mouse click, without going through JEWELS.



With GOLD open, click on 'Favorites' in the menu bar, then 'Add to Favorites'.

The GOLD homepage opens with the Contents visible. Each link represents a chapter of the JIS manual. Users can browse any chapter with just a click.





Click on a section and it fills in the main window.

Contents expands again to display sub-sections.

**Docket Association Entry (CDADDOCT)**

Use the **Docket Association Entry (CDADDOCT)** form to enter subsequent or secondary filings. This form provides the means to associate text, other dockets, persons, and events to a case. Access the form by typing **CDADDOCT** in the **Direct Access** field. The following form opens:

**ACS**

File Edit Options Block Field Record Query Help Window

Custom Docket Association Entry (CDADDOCT) 4.3 (P12\_C1)

Case ID: [ ]

Case Type: [ ] Location: [ ] Court Type: [ ]

Docket	Filing Date	Time	Party	Disposition Amount	Non-Monetary
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

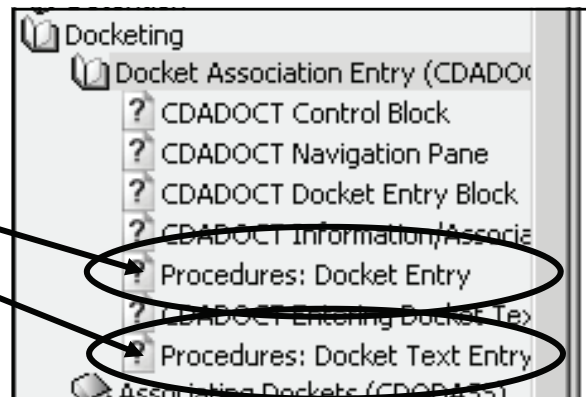
Text ☐ Docket ☐ Person ☐ Event ☐ Judgment For ☐ Judgment Against ☐ Sentence

Docket List

Enter Case ID (required): use LIST to select valid case IDs: Record 1/1 (CSC) (DB6)



Sub-topics marked 'Procedures' are especially important. They provide specific step-by-step instructions for accomplishing tasks in JIS.



These instructions, together with tips for proper data entry, will display in the main window.

Home to GOLD

Managing GOLD Topics

General Information

Entry Standards

Managing

Person & Party

Case Initiation

Interface

Profile

Attention

Docketing

Docket Association Entry (CDADOCT)

? CDADOCT Control Block

? CDADOCT Navigation Pane

? CDADOCT Docket Entry Block

? CDADOCT Information/Association

? Procedures: Docket Entry

? CDADOCT Entering Docket Text

? Procedures: Docket Text Entry

Associating Dockets (CDQDASS)

Event Association (CDQDREL)

Associating Persons (CDQPASS)

Judgment For

Judgment Against

Multiple Judgments For or Against

Case Copy (CDACCOP)

Copy Docket Entry (CDACDOC)

Canned Docket Text

Scheduling

### Procedures: Docket Entry

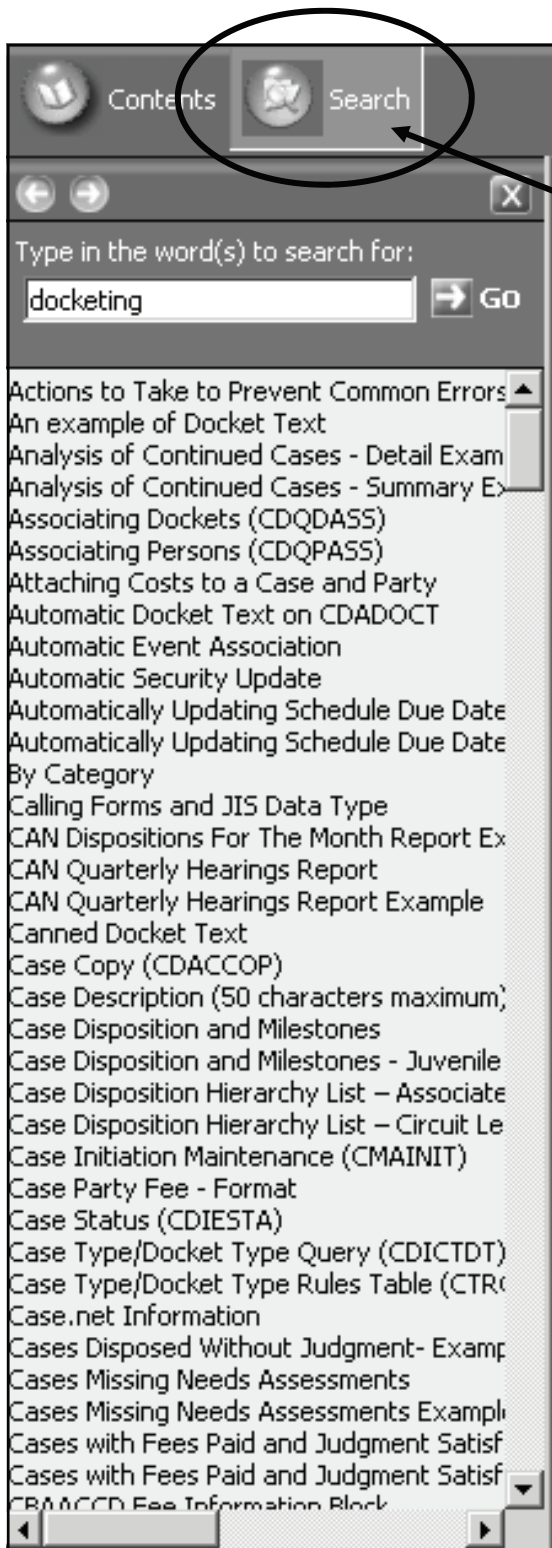
Steps	Process
1. Open CDADOCT.	<ul style="list-style-type: none"> <li>Type <b>CDADOCT</b> in the <b>Direct Access</b> field and press the <b>Enter</b> key.</li> </ul>
2. Enter a Case ID.	<ul style="list-style-type: none"> <li>Type the <b>Case ID</b> OR click the <b>Case ID</b> LOV button.</li> </ul>
3. Proceed to next block.	<ul style="list-style-type: none"> <li>Click the <b>Next Block</b> icon OR press <b>Ctrl+PgDn</b>.</li> </ul>
4. Enter a docket code.	<ul style="list-style-type: none"> <li>Type in a <b>docket code</b> OR click the <b>Docket</b> LOV button.</li> <li>Move to the <b>Filing Date</b> field.</li> </ul>
5. Change the filing date and time, if necessary.	<ul style="list-style-type: none"> <li>Edit the filing date, if necessary.</li> <li>Move to the <b>Time</b> field.</li> <li>Edit the time, if necessary.</li> <li>Move to the <b>Party</b> Field.</li> </ul>
6. Indicate the filing party.	<ul style="list-style-type: none"> <li>Type the <b>filing party</b> OR click the <b>Party</b> LOV.</li> </ul>
7. Save the information.	<ul style="list-style-type: none"> <li>Click the <b>Save</b> icon.</li> </ul>
8. Exit CDADOCT.	<ul style="list-style-type: none"> <li>Click the <b>Exit</b> icon.</li> </ul>

- To view a single docket entry, place the form in query mode by pressing the **F7** key.
- Enter a docket code or click the **Docket Code** LOV button to search for the appropriate code.
- After the code is displayed, press the **F8** key to execute the query. If necessary, the docket filing date and time can be changed.



Many users like to print out procedures that they use most often so that they are right at their fingertips when they need them.

Be sure to click in the main window (where the procedures are displayed) before clicking the Print button. Otherwise, the computer doesn't know which window to print, and may only produce a copy of the Contents.



To search for a specific topic, simply click on the Search button, type the topic in the dialog box, and click Go.

Every sub-section in which that topic is mentioned is displayed—clicking on one will display it in the main window.

# JEWELS

'JEWELS' or 'Judicial Education Web Learning System' offers hundreds of courses in JIS case management and in professional skills that court personnel may access from their office computers. Each course is fully automated—they may be taken whenever it is convenient for the learner, without waiting for an instructor or on an official start date.

Each can be bookmarked, so the learner does not have to finish the course in a single setting. The learner has full control—they choose the topic and the timing that is right for them. They can go back, replay, or hurry through as is appropriate to their needs.

Learners log onto JEWELS to verify that they are an employee of the court, and so that the system can keep a secure transcript of the courses they've taken. JEWELS can be used as part of an ongoing annual employee appraisal process, giving supervisors the ability to designate educational opportunities they feel will help improve the skills of individual staff members. It gives staff the opportunity to explore topics of interest as well as the ability to enhance their professionalism, all without leaving the office.

Learning JIS is made easier for new employees due to the dozens of courses in JIS case management, many specific to juvenile officers and juvenile detention staff. All staff may benefit from the professional skill courses offered, ranging in topics including communications, team building and project management.

The screenshot shows the 'Your Missouri Courts' website. The top navigation bar includes links for Home, Know Your Courts, Legal Resources, News & Publications, and Services. The 'Services' link is circled, and an arrow points to a dropdown menu. In this menu, 'Judicial Education' is circled, and an arrow points to a second page. This second page has a 'Judicial Education' section and a 'Website Information' section. In the 'Website Information' section, 'JEWELS (Judicial Education Web Learning System)' is circled, and an arrow points to a third page. This third page lists various educational resources, including 'JEWELS User Manual', 'Court Clerk Education', 'Judge Education', 'Municipal Judge Education', 'Juvenile Justice Education', and 'Lending Library'. A vertical scrollbar on the right side of the third page is also circled.

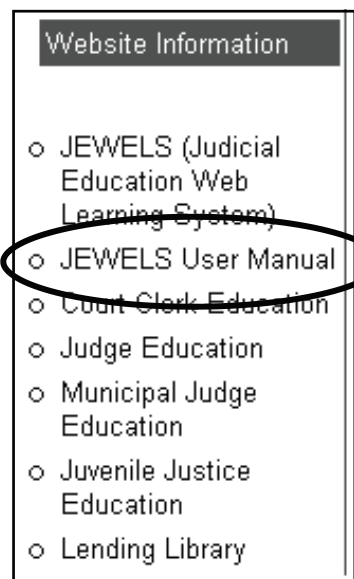
Access JEWELS through the Judiciary web page and the Judicial Education link under 'Services'. Scroll down to find JEWELS under 'Website Information'.

*NOTE: JEWELS is only available through an OSCA network connection (intranet).*

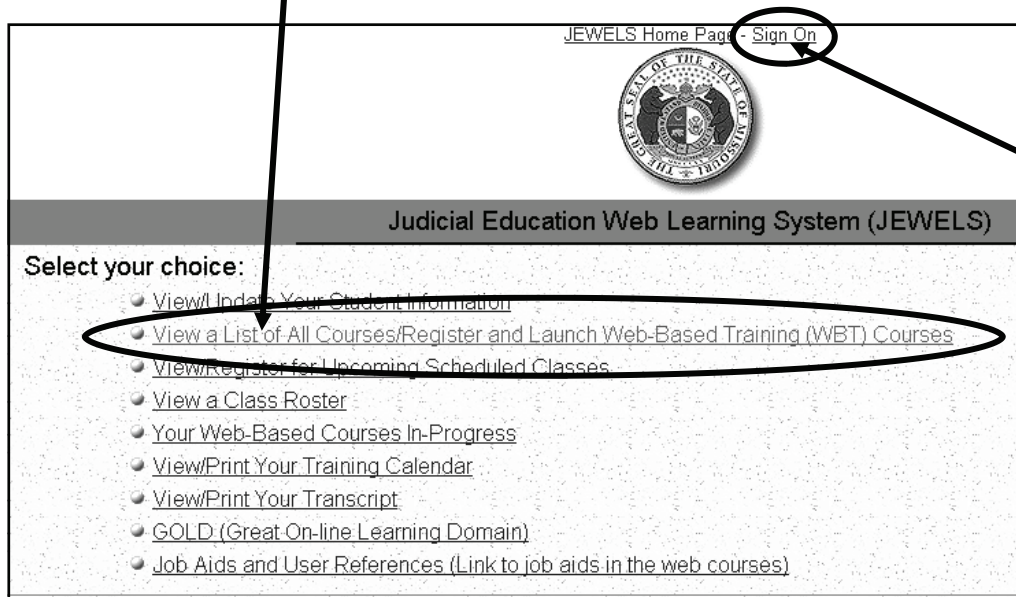


The Judicial Education web page also includes a link to the JEWELS User Manual. It will provide a detailed description of how to use all the features in JEWELS.

Some 'live' classes can also be registered for in JEWELS—instructions for doing so are also available through this link.



Courses available through JEWELS may be browsed and launched through this link.



JEWELS will require that learners log-on before courses can be launched, though they can be browsed without logging on.

The Course Search screen allows the learner to name the general topic they wish to learn about.

Because there are over 1500 courses available through JEWELS (too many to browse through!) it is important to narrow the list.

The screenshot shows the 'Course Search' page. At the top is the Missouri State Seal. Below it is a header 'Course Search'. The main instruction says 'Pick the category of the course you want. You can also optionally search words.' There is a dropdown menu for categories with 'WBT-All Soft Skills' highlighted. Below the dropdown is a text input field containing the word 'conflict'. There are two radio buttons: 'Search All Words' (selected) and 'Search Any Words'. At the bottom left is a 'GO!' button. Annotations with arrows point to the dropdown menu, the search input field, and the 'GO!' button.

Start by highlighting a course category—look for 'WBT' (Web-Based Training).

Type in a word or two that identifies the topic...

...and hit Go!

The computer will display all courses that fit the search. Most courses can be completed in one to three hours.

Launch the course by clicking on the Select button next to the course code.

	Course Code	Class Name
<b>SELECT</b>	SSCOMM0006	COMMUNICATION SKILLS FOR RESOLVING CONFLICT
<b>SELECT</b>	SSCOMM0114	The Interpersonal Side of Conflict
<b>SELECT</b>	SSCOMM0340	DEALING WITH CONFLICT IN THE WORKPLACE SIMULATION
<b>SELECT</b>	SSCOMM0341	PERSPECTIVES ON CONFLICT
<b>SELECT</b>	SSCOMM0342	HANDLING CONFLICT WITH OTHERS
<b>SELECT</b>	SSCOMM0343	MANAGING CONFLICT IN THE ORGANIZATION
<b>SELECT</b>	SSCOMM034S	MANAGING CONFLICT IN THE WORKPLACE SIMULATION
<b>SELECT</b>	SSCUST0105	CUSTOMERS, CONFLICT AND CONFRONTATION
<b>SELECT</b>	SSCUST0140	INTERNAL CUSTOMER SERVICE: CONFLICT AND COMPLAINTS SIMU
<b>SELECT</b>	SELCO0105	CONFLICT OF INTEREST

Course Detail Course Content

### Conflict of Interest

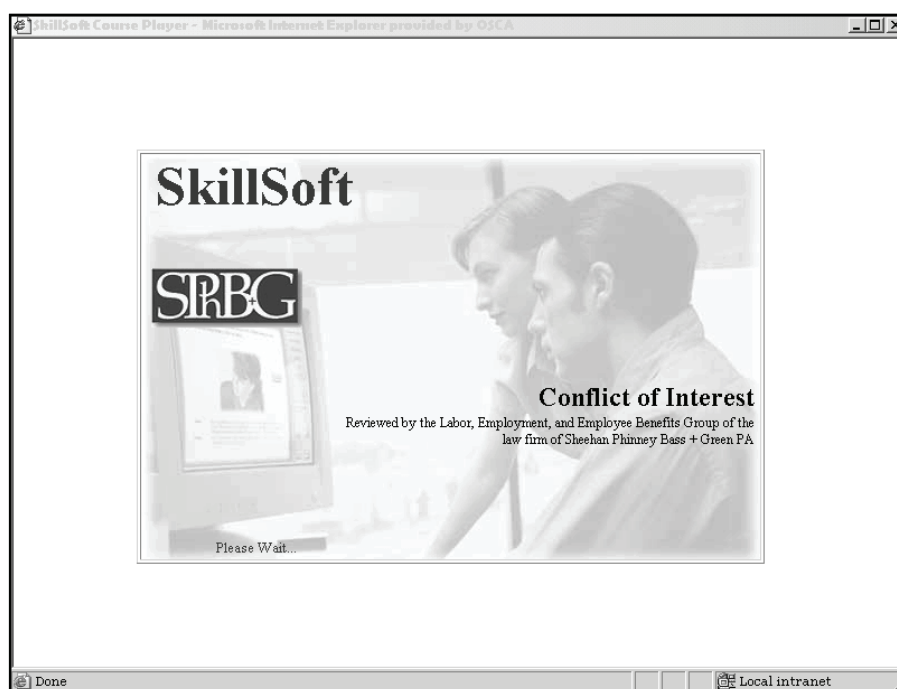
This course is aimed at informing employees about conflicts of interest: what they are, how to avoid them, and what to do when one arises.

[Start](#)

Status:	Not Started	Required:	Yes
Earned Score:	---	Required Score:	75%
Actual Time:	00:00:00	Maximum Time:	No Limit
Actual Attempts:	---	Maximum Attempts:	No Limit
Date Started:	---	Estimated Time:	---
Date Ended:	---		

A more detailed description of the course displays. Click the 'Start' link to begin.

The course begins in a new window.



## Six-Month Training Standard Links

The first few months of a new juvenile officer's employment are crucial to their performance. Without proper orientation, they are unlikely to establish the connection to their working environment required for success. The Juvenile Division Education Committee, under the direction of the Missouri Supreme Court, has identified twelve issues in which juvenile officers are to receive training from their circuits during their first six months employment:

<i>Function and Jurisdiction of the Courts</i> <i>Judicial Department Organizational Structure</i> <i>Personnel Policy</i> <i>Appointing Authority</i> <i>Office of State Courts</i> <i>Local Government</i>	<i>Sexual Harassment Awareness Issues</i> <i>Educational Requirements</i> <i>Liability Issues</i> <i>Ethics</i> <i>Confidentiality</i> <i>Missouri Supreme Court Rules and Code</i>
---	--

For supervisors, providing this training can be a challenge. Fortunately, information satisfying most of these twelve issues can easily be accessed on the Web. OSCA's Judicial Education Web page includes a portal linking this information.

The screenshot shows the 'Your Missouri Courts' website. The navigation menu at the top includes 'Home', 'Know Your Courts', 'Legal Resources', 'News & Publications', 'Services', and 'Quick Links'. The 'Services' menu is expanded, showing options like 'ADA Accommodations', 'Court Interpreter Services', 'Ethics and Discipline', 'Becoming a Lawyer', 'Find a Lawyer', 'Boards & Commissions', 'Court Reporters', and 'Judicial Education'. The 'Judicial Education' link is circled. Below the main navigation, there is a 'Judicial Education' section with a description of the program and a list of services. The 'Website Information' section is also visible, listing various resources. The 'Juvenile Justice Education' link is circled in the 'Website Information' section. Arrows indicate the path from the 'Services' menu to 'Judicial Education' and then to 'Juvenile Justice Education'.

To access the Six-Month Training Links, access Judicial Education through the Judiciary Web page under 'Services', then scroll down to find Juvenile Justice Education under 'Website Information'

Home Know Your Courts Legal Resources News & Publications Services Quick Links Search

ADA Accommodations  
Becoming a Lawyer  
Boards & Commissions  
Court Interpreter Services  
Court Reporters  
Ethics and Discipline  
Finding a Lawyer  
Judicial Education

Your Missouri Courts Home :: Services :: Judicial Education :: Juvenile Justice Education

## Juvenile Justice Education

Mission Statement

The Mission of the Juvenile Division Education Committee is to develop and disseminate, on a continual basis, comprehensive, integrated, professional, skill-based training and standards for all juvenile and family court personnel.

Juvenile Division Education ongoing achievements include:

Developing Standards for the continuing education of juvenile officers  
Maintain a lending library of resource materials, including videos and CD's  
Representing the interests of state juvenile officers and detention care workers  
For information regarding Juvenile Justice Education Activities, contact Curt Hendricks at (573) 751-4377

### Juvenile Officer Links

- Juvenile Officer Handbook
- Training Standards for Juvenile Officers
- JO Six Month Training**
- Spanish Phrasebook for Court Personnel

### Detention Links

- National Criminal Justice Reference Service
- Resources for Educators in Detention
- Performance Based Standards
- MJJA
- National Council of Juvenile and Family Court Judges

Click on this link to access the portal for the Six Month Training links.

A new window will open.

Clicking on a training issue to the left...

...Will cause the link itself, and information about the link to fill in the window to the right.

### Juvenile Officer Six Month Training Standards

EXIT

Introduction  
Functions & Jurisdictions of the Courts  
Personnel Policy  
Appointing Authority  
Sexual Harassment Awareness & Gender Fairness  
Educational Requirements  
Liability Issues  
Ethics  
Confidentiality  
Missouri Supreme Court Rules

Welcome to the Juvenile Officer training standards quick link page.

Click on the topics on the left for quick link access to:

- Web courses
- Definitions
- Court Operating Rules
- Juvenile Officers Handbook
- Missouri Supreme Court Rules
- Standards

To close a link and return to this page, click on the **X** in the upper right corner of the opened topic.

### Juvenile Officer Six Month Training Standards

EXIT

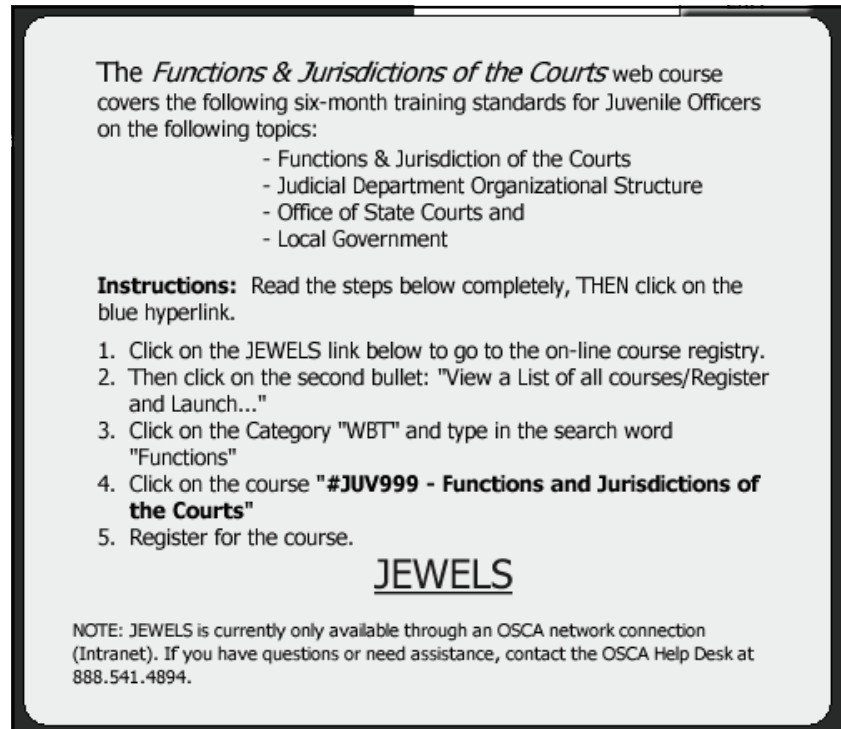
Introduction  
Functions & Jurisdictions of the Courts  
**Personnel Policy**  
Appointing Authority  
Sexual Harassment Awareness & Gender Fairness  
Educational Requirements  
Liability Issues  
Ethics  
Confidentiality  
Missouri Supreme Court Rules

Click on the link below to view Court Operating Rule 7. It covers the Personnel Policy.

#### Court Operating Rule 7



In some cases, the link will refer to a JEWELS course. These courses cannot be launched from this window because of the secure nature of JEWELS. But it can link to the JEWELS main page. Instructions displayed in the window describe how to find and launch the specific course that satisfies this training issue.



The *Functions & Jurisdictions of the Courts* web course covers the following six-month training standards for Juvenile Officers on the following topics:

- Functions & Jurisdiction of the Courts
- Judicial Department Organizational Structure
- Office of State Courts and
- Local Government

**Instructions:** Read the steps below completely, THEN click on the blue hyperlink.

1. Click on the JEWELS link below to go to the on-line course registry.
2. Then click on the second bullet: "View a List of all courses/Register and Launch..."
3. Click on the Category "WBT" and type in the search word "Functions"
4. Click on the course "**#JUV999 - Functions and Jurisdictions of the Courts**"
5. Register for the course.

**JEWELS**

NOTE: JEWELS is currently only available through an OSCA network connection (Intranet). If you have questions or need assistance, contact the OSCA Help Desk at 888.541.4894.



# Live Classroom Training Through OSCA

For all the access the computer provides, it may never match the intimacy achieved in the classroom. Without a minor leap in technology, neither an automated Web course or an on-line instructor will be able to read the look in students' eyes to see if they 'get it'; will be able to sense the tension in students' questions and make seat-of-the-pants adjustments in instruction style that makes their light bulbs turn on.

The Juvenile Division Education Committee has established a series of core courses designed for new juvenile officers with less than two years experience. These courses are based on the Training Standards for Juvenile Officers, and are taught by expert faculty from across Missouri. Courses range from one-and-a-half days to five days, and are held at the Judicial Education Center in Jefferson City. Special courses for seasoned officers are also scheduled, depending on resources.

Each of the core courses are scheduled twice each year. Dates are posted on the Judicial Education web site—notice is also emailed to chief juvenile officers approximately six weeks before the course is held.

The screenshot shows the 'Your Missouri Courts' website. The main navigation bar includes links for Home, Know Your Courts, Legal Resources, News & Publications, Services, and Quick Links. The 'Services' dropdown menu is open, showing options like ADA Accommodations, Court Interpreter Services, Ethics and Discipline, Becoming a Lawyer, Find a Lawyer, Boards & Commissions, Court Reporters, and Judicial Education. The 'Judicial Education' link is circled. Below the main navigation, there is a section titled 'Judicial Education' with a description of its mission and a list of services. The 'Website Information' section is also visible, listing various resources. A scroll bar on the right side of the page is circled, indicating the need to scroll down to find more information.

To view the full list of live classes for juvenile officers, access Judicial Education through the Judiciary Web page under 'Services', then scroll down to find Juvenile Justice Education under 'Website Information'

- Know Your Courts
- Legal Resources
- News & Publications
- Quick Links
- Services
  - ADA Accommodations
  - Becoming a Lawyer
  - Boards & Commissions
  - Court Interpreter Services
  - Court Reporters
  - Ethics and Discipline
  - Find a Lawyer
  - Judicial Education
- Website Information
  - JEWELS (Judicial Education Web Learning System)
  - JEWELS User Manual
  - Court Clerk Education
  - Judge Education
  - Municipal Judge Education
  - Juvenile Justice Education
  - Lending Library

Click on the Training Standards for Juvenile Officers link.

When the link opens, click on the Core Curriculum tab, then click on the course titles to see descriptions and scheduled dates.

This screenshot shows the Missouri Courts Home page. The navigation bar includes links for Home, Know Your Courts, Legal Resources, News & Publications, Services, Quick Links, and a Search box. A sidebar on the left lists various services, with 'Judicial Education' highlighted. The main content area is titled 'Juvenile Justice Education' and includes a mission statement, ongoing achievements, and links for juvenile officers and detention. An arrow points from the 'Training Standards for Juvenile Officers' link in the sidebar to the 'Core Curriculum' tab in the second screenshot. Another arrow points from the 'Juvenile Justice Education' link in the sidebar to the 'Core Curriculum' tab.

Home Know Your Courts Legal Resources News & Publications Services Quick Links Search

Your Missouri Courts Home :: Services :: Judicial Education :: Juvenile Justice Education

### Juvenile Justice Education

Mission Statement

The Mission of the Juvenile Division Education Committee is to develop and disseminate, on a continual basis, comprehensive, integrated, professional, skill-based training and standards for all juvenile and family court personnel.

Juvenile Division Education ongoing achievements include:

Developing Standards for the continuing education of juvenile officers  
Maintain a lending library of resource materials, including videos and CD's  
Representing the interests of state juvenile officers and detention care workers  
For information regarding Juvenile Justice Education Activities, contact Curt Hendricks at (573) 751-4377

#### Juvenile Officer Links

- Juvenile Officer Handbook
- Training Standards for Juvenile Officers
- 12-18 Month Training
- Spanish Phrasebook For Court Personnel

#### Detention Links

- National Criminal Justice Reference Service
- Resources for Educators in Detention
- Performance Based Standards
- MJJA
- National Council of Juvenile and Family Court Judges

This screenshot shows the 'Educational Standards for Juvenile Officers' page. The header includes the title and a 'Return to Juvenile Education' link. Below the header is a navigation bar with tabs for Introduction, Core Skills & Competencies, Training Standards, Core Curriculum, and Advanced Courses. The 'Core Curriculum' tab is selected and circled. Below the tabs, a paragraph explains the purpose of the courses. A list of course titles is provided, with 'Child Abuse / Neglect' circled. An arrow points from the 'Training Standards for Juvenile Officers' link in the first screenshot to the 'Core Curriculum' tab. Another arrow points from the 'Child Abuse / Neglect' link to the 'Core Curriculum' tab.

## EDUCATIONAL STANDARDS FOR JUVENILE OFFICERS

[Return to Juvenile Education](#)

Introduction Core Skills & Competencies Training Standards **Core Curriculum** Advanced Courses

These courses have been designed by the Committee to address the specific competencies listed below. Each is offered at least twice per year. Click on the course for a course description and further information, or scroll down to see each one.

[Fundamental Skills for Good Probation Practice](#)

[Fundamental Skills for Good Juvenile Detention Practice](#)

[Child Abuse / Neglect](#)

[Motivating Change](#)

[Officer Safety](#)

[Courtroom Skills](#)

Another advantage classroom courses have is the comradery created among professionals. Continued contact among these professionals creates an environment for mentoring and collaboration that can pay dividends throughout one's career.

Networking tools can foster comradery by making it easier for professionals to remain connected. See the sections on Lotus Notes Email (page 6) and Sametime Connect (page 8) to learn more.




## On-Line Courses

Many institutions of higher education have established programs to deliver courses via the Internet using a tool known as 'Course Management Software' (CMS). A CMS enables students to download course material, access and browse libraries, upload assignments, interact with other students and the instructor via email, forums, and chat. Opportunities range from simple one-time classes, to certificate and even degree programs, and are as varied in content and scope as there are universities and colleges to deliver them.

Further, courses offered by any institution, can be taken from anywhere. Of particular interest is the Professional Juvenile Justice Administrator (PJJA) hosted by the National Juvenile Court Services Association Certification Project (NJCSA) through the University of Nevada-Reno. This certification program is designed for individuals who occupy administrative positions within the field of juvenile justice administration.

The curriculum includes:

- Overview of the Certification Process
- 4 Core Competency Courses
- 2 elective courses
- A Final Examination (Proctored and based on required courses only)

ADDRESSING THE NEEDS OF JUVENILE JUSTICE PROFESSIONS THROUGH QUALITY ONLINE INSTRUCTION		<ul style="list-style-type: none"><li>• 100% Online Instruction</li><li>• 4 Core and 8 Elective Courses</li><li>• 5-Week Courses</li><li>• Diverse Instructors</li><li>• Flexible Scheduling</li><li>• Low Cost</li><li>• Large Departmental Discounts</li><li>• CEU and University Credit</li><li>• Courses Available to Everyone</li></ul>
	<b>Professional Juvenile Justice Administrator</b>	
<p>Individuals taking our courses learn critical skills and knowledge for effective administrative performance within the juvenile justice system. Emphasis is placed on the development of management and leadership competencies.</p>		

For further information about this certification program, visit the following web sites:

<http://www.njcsacertification.org/>  
<http://www.njcsa.org/>  
<http://www.ncjfcj.org/>



**General Course Categories**

- Core Courses**
  - Dynamic Leadership in Juvenile Justice Management
  - Overview of Juvenile Justice Management Critical Competencies
  - Juvenile Justice Planning: Directing The Future
  - Thriving in a Changing Environment
- Elective Courses**
  - Good and Bad in Juvenile Justice: Making Ethical Decisions
  - Motivating and Recognizing Employees
  - Trends in Juvenile Justice Management (Recertification Course)
  - The History of Juvenile Justice
  - Legal Liabilities in Juvenile Justice Management
  - Wraparound Services
  - Technology Leadership for Juvenile Justice Administrators



# Virtual Libraries

Perhaps the most obvious benefit of the Internet is the access it provides to quick information. More than anything else, it's this availability of 'just-in-time-knowledge' that has changed the way learning and work integrate in the professional environment.

Only a few years ago, searching for a specific fact or statistic would potentially lead us to rows of file cabinets and stacks of paper. Critical information important for protecting children and youth might take hours to uncover. Today we can find what we need to know by just typing in a keyword and clicking on 'Search'. Even multiple sources can be reviewed in a fraction of the time, all from the convenience of our desk.

An on-line database is a more efficient way of storing information because it is readily accessible by many staff at once. It can also be updated instantaneously. For general information, some Web sites offer gateways to dozens of databases, reference materials, and information sources. Where the knowledge sought is less delineated, search engines can scour the World Wide Web and reveal dozens, hundreds, even thousands of sites relating to a specified topic.

The accumulation of knowledge once took effort. Now, it takes openness, and creativity.

# Judicial Education Lending Library

We sometimes forget that a book in print is as much a form of technology as a book on-line. The Judicial Education Lending Library contains several thousand books, journals, videotapes and CDs on a variety of issues including child advocacy, domestic relations, juvenile law and substance abuse. Each is available for a 14-day checkout period.

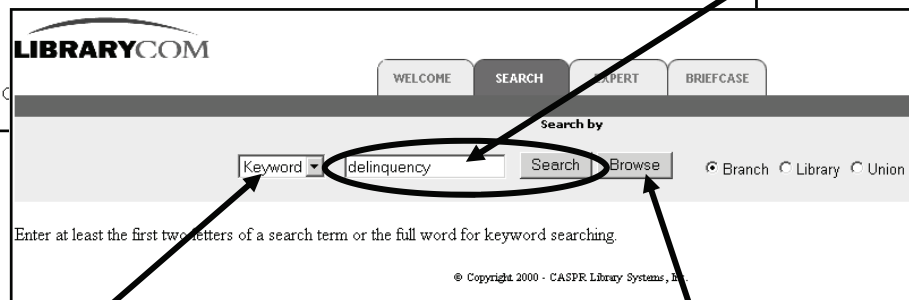
The screenshot shows the homepage of 'Your Missouri Courts'. The navigation menu at the top includes 'Home', 'Know Your Courts', 'Legal Resources', 'News & Publications', and 'Services'. The 'Services' menu is expanded, showing options like 'ADA Accommodations', 'Court Interpreter Services', 'Ethics and Discipline', 'Becoming a Lawyer', 'Find a Lawyer', 'Boards & Commissions', 'Court Reporters', 'Judicial Education', and 'Quick Links'. The 'Judicial Education' option is circled. Below the main navigation, there is a section titled 'Judicial Education' with a description of its mission and a list of services. The 'Website Information' section is also visible, listing various resources including 'JEWELS (Judicial Education Web Learning System)', 'JEWELS User Manual', 'Court Clerk Education', 'Judge Education', 'Municipal Judge Education', 'Juvenile Justice Education', and 'Lending Library'. The 'Lending Library' option is circled. A text box on the right explains the steps to access the materials: 'To search the available materials, access Judicial Education through the Judiciary Web page under 'Services', then scroll down to find Lending Library under 'Website Information'.' Arrows point from this text to the 'Services' menu, the 'Judicial Education' page, and the 'Lending Library' link.

To search the available materials, access Judicial Education through the Judiciary Web page under 'Services', then scroll down to find Lending Library under 'Website Information'.



Click the 'Search' tab to access the library.

Type a keyword into the dialog box and click the 'Search' button



Searches can be run by 'keyword', 'title', 'author' and subject.

The 'Browse button will display a list of keywords

The search will return a list of titles corresponding to that keyword.

Click on a title to view more information about that item.

Searched by **Keyword** for "delinquency" in library.

Found 62.  
 Showing 1 - 10.

Next 10 Last Go to 1

Title	Call Number
22nd NATIONAL CONFERENCE ON JUVENILE JUSTICE	KF 9780 .N38 1995
ALTERNATIVES IN EDUCATION FOR SAFETY AND LEARNING [VIDEORECORDING]	LB 3011.5 .H36 2001
ASSESSING THE FACTS AND FEARS OF GHB, GBL DESIGNER DRUGS [VIDEORECORDING]	RC 566 .A88 1999
BREAKING THE CYCLE : PREDICTING AND PREVENTING CRIME	HV 6789 .E27 1994
BUILDING ASSETS IN YOUTH : THE POWER OF POSITIVE YOUTH DEVELOPMENT [VIDEORECORDING]	HQ 796 .B46 1994
CHILD DELINQUENCY : EARLY INTERVENTION AND PREVENTION [VIDEORECORDING]	RJ 506 .A35 S78 2000
CHILD DELINQUENTS : DEVELOPMENT, INTERVENTION, AND SERVICE NEEDS	HV 9069 .C395 2000
CHOICES : CMS PROGRAM COORDINATOR TRAINING	HV 9104 .S5 1993
COMBATING VIOLENCE AND DELINQUENCY	HV 9104 .C655 1996
COMBATING VIOLENCE AND DELINQUENCY : THE JUVENILE JUSTICE ACTION PLAN	HV 7431 .C66 1996

Next 10 Last Go to 1

When the volume's detailed information appears, note the call number and title.

WELCOME SEARCH EXPERT BRIEFCASE

Normal View MARC View Previous Record Next Record Search Again

**Library**

Searched by Keyword for "delinquency" in library

Found 62.  
Showing 1 - 10.

Next 10 Last Go to 1

Title

22nd NATIONAL CONFERENCE ON JUVENILE JUSTICE AND DELINQUENCY [VIDEORECORDING]

ALTERNATIVES IN EDUCATION FOR STUDENTS WITH EMOTIONAL AND BEHAVIORAL DISORDERS [VIDEORECORDING]

ASSESSING THE FACTS AND FEARS OF VIOLENCE [VIDEORECORDING]

BREAKING THE CYCLE: PREDICTING AND PREVENTING CRIME HV 6789 .E27 1994

BUILDING ASSETS IN YOUTH: THE POWER OF POSITIVE YOUTH DEVELOPMENT [VIDEORECORDING] HQ 796 .B46 1994

CHILD DELINQUENCY: EARLY INTERVENTION AND PREVENTION [VIDEORECORDING] RJ 506 .A35 S78 2000

CHILD DELINQUENTS: DEVELOPMENT, INTERVENTION, AND SERVICE NEEDS HV 9069 .C395 2000

CHOICES: CMS PROGRAM COORDINATOR TRAINING HV 9104 .S5 1993

COMBATING VIOLENCE AND DELINQUENCY HV 9104 .C655 1996

COMBATING VIOLENCE AND DELINQUENCY: THE JUVENILE JUSTICE ACTION PLAN HV 7431 .C66 1996

Next 10 Last Go to 1

Call# HV 9104 .C655 1996  
LCCN  
ISBN

Author NATIONAL COUNCIL ON JUVENILE JUSTICE AND DELINQUENCY PREVENTION  
Title COMBATING VIOLENCE AND DELINQUENCY

Click on the 'Welcome' tab—a link will trigger an email for checking out the volume for delivery through the mail.

WELCOME SEARCH EXPERT BRIEFCASE

Normal View MARC View Previous Record Next Record Search Again

**Library**

Call# HV 9104 .C655  
LCCN  
ISBN

Author NATIONAL COUNCIL ON JUVENILE JUSTICE AND DELINQUENCY PREVENTION  
Title COMBATING VIOLENCE AND DELINQUENCY

WELCOME SEARCH EXPERT BRIEFCASE

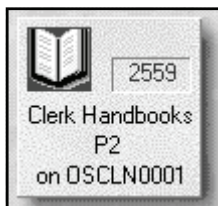
OFFICE

Please e-mail check-out requests to:  
[shelly.luebbert@courts.mo.gov](mailto:shelly.luebbert@courts.mo.gov)  
or call Shelly Luebbert at 573-522-6824

# Clerk's Handbook

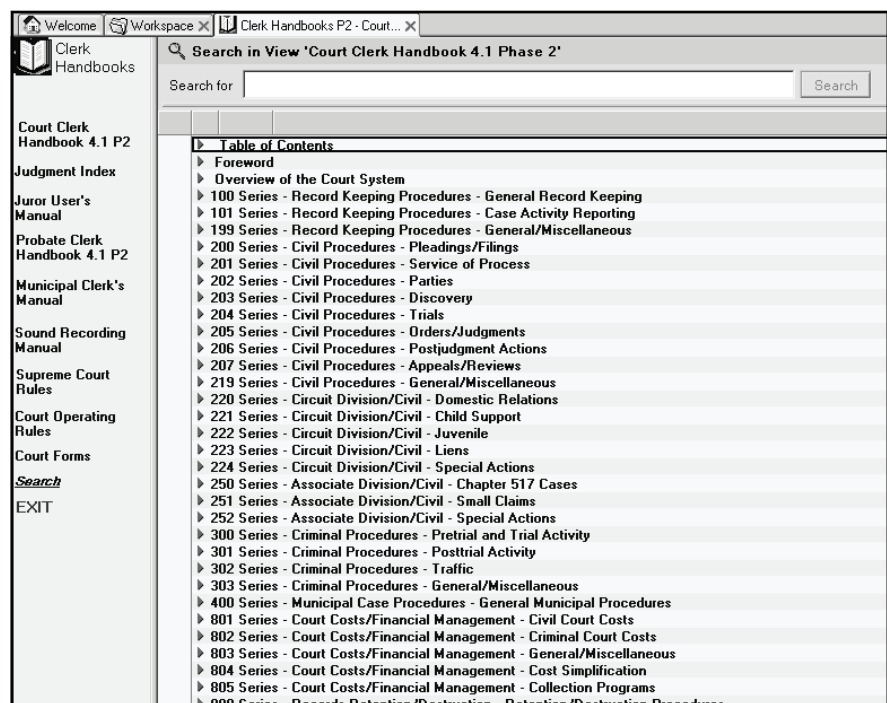
Available through Lotus Notes, the Clerk's Handbook is actually a database providing quick access to a number of resources:

- Court Clerk Handbook
- Judgment Index
- Juror User's Manual
- Probate Clerk Handbook
- Sound Recording Manual
- Supreme Court Rules
- Court Operating Rules
- Court Forms



Look for the Clerk Handbook icon in the Workspace section of Lotus Notes.

The screen provides links to each resource, sub-sections within each, and a dialog box for conducting searches on specific topics.



# Missouri State Statutes

While the Juvenile Officer's Handbook provides important analysis, sometimes it is helpful to go straight to the source.

The screenshot shows the homepage of 'Your Missouri Courts', THE JUDICIAL BRANCH OF STATE GOVERNMENT. The 'Legal Resources' menu is open, and 'Missouri Statutes' is circled. An inset window titled 'Missouri Statutes' shows a link to the Missouri General Assembly website, which is also circled. The text in the inset explains that clicking this link will redirect to the Web site for the Missouri General Assembly, which is the state's legislative body. It also mentions that the external Web page allows users to request copies of the Missouri statutes.

Find Missouri Statutes on the Judiciary Web page under 'Legal Resources', then click the link to be redirected to the appropriate site.

Searches can be conducted by keywords or by a specific statute number.

**Missouri Revised Statutes**  
SEARCH by Keyword or Statute Number

Search:

Search Type:

Sort Order:

The statute search can also be accessed directly at:  
<http://www.moga.mo.gov/statutesearch/>



# Case Law

Statutes are written by the Legislature and signed by the Governor. But in the American system of representative government, the Courts have the final word. A law can be challenged in the court system if any member of the public feels it is unjust—in this way even the laws themselves are subject to the rule of law.

Court rulings are easily accessible on-line. The opinions of the Missouri Supreme Court and Missouri Appellate courts are both available through the Judiciary Web page under 'Legal Resources' through the Appellate Opinions link.

**Your Missouri Courts**  
THE JUDICIAL BRANCH OF STATE GOVERNMENT

Home Know Your Courts Legal Resources News & Publications Services

Appellate Opinions  
Court Rules  
Dockets & Oral Arguments  
Jury Instructions & Charges  
Supreme Court Library  
United States Constitution  
Missouri Constitution  
Code of State Regulations  
Attorney General Opinions  
Charge Codes  
Traffic Guide  
Federal Cases  
Other Legal Resources

The Supreme Court of Missouri

Quick Links  
Appellate Opinions  
Case.net  
Court Forms  
Court Rules

Know Your Courts  
Legal Resources  
Appellate Opinions  
Attorney General Opinions  
Charge Codes  
Code of State Regulations  
Dockets and Oral Arguments  
Federal Cases  
Jury Instructions & Charges  
Missouri Constitution  
Missouri Statutes  
Other Legal Resources  
Other Legal Resources on the Web

Your Missouri Courts Home :: Legal Resources :: Appellate Opinions

**Appellate Opinions**

When the Supreme Court of Missouri or any of the three geographical districts of the Missouri Court of Appeals issues a decision in the form of a full opinion, it is published to the Internet. Occasionally, one of these courts will issue opinions that hold no precedential value for anyone other than the parties to the particular case. For those occasions, the court will issue orders listing the case name and number and indicating that the lower court's judgment was affirmed. These orders also are published to the Web site.

All opinions are listed online in reverse chronological order. The information published online includes the case number, case name, attorneys for the parties, the court or commission from which the case was appealed, the name of the judge who authored the opinion, the vote (which includes both the disposition, or result, of the appeal and a listing of how the judges voted on the case), a summary of the opinion provided for the convenience of the reader, and the full text of the opinion. If there is a separate opinion, it is listed after the majority opinion.

To see these opinions and opinion orders, please click on one of the specific links below:

- All appellate opinions
- Supreme Court of Missouri opinions
- Missouri Court of Appeals, Eastern District, opinions
- Missouri Court of Appeals, Southern District, opinions
- Missouri Court of Appeals, Western District, opinions

Your Missouri Courts:  
385 judges and commissioners  
Approximately 2,830 employees statewide  
More than 1 million cases filed each year  
The courts of justice shall be open to all

Jobs & Bids Related Sites

Scroll to find recent opinions or search for older rulings.

**Opinions for Supreme Court; SC**

Previous Page Next Page Expand Collapse Search Opinions

CaseStyle: Case Number

▼ 08/08/2006

[Kimber Edwards, Appellant v. State of Missouri, Respondent : SC86895](#)

[Daniel R. Shipley, Respondent v. Ronald Cates, et al., Appellants : SC87063](#)

[City of Wellston, Missouri, and City of Winchester, Missouri, Appellants v. SBC Communications, Inc., et al., Respondent : SC87207](#)

[City of University City, Missouri, et al., Appellants v. AT&T Wireless Services, Inc., et al., Respondents : SC87208](#)

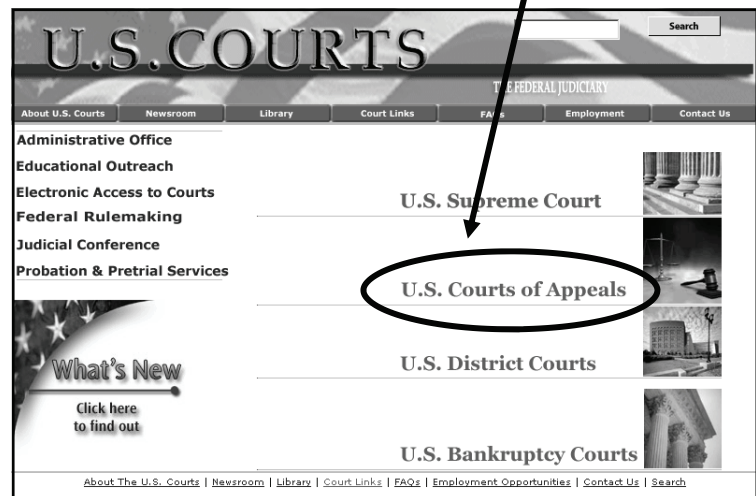
[City of Springfield, Appellant v. Sprint Spectrum, L.P., Respondent : SC87238](#)

[City of St. Louis, Appellant v. Sprint Spectrum, L.P., Respondent : SC87400](#)



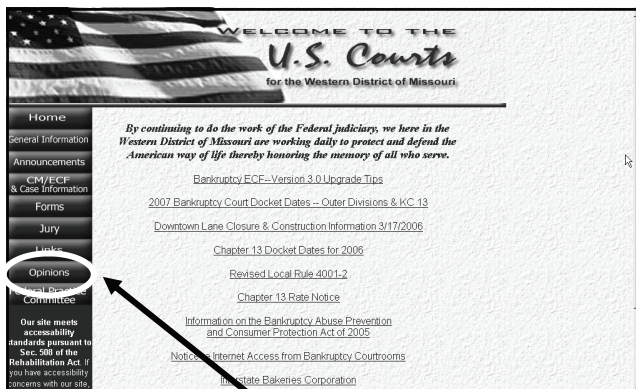
Juvenile justice professionals will also be interested in rulings of the Federal courts, the Courts of Appeals in particular. These can be accessed at:

<http://www.uscourts.gov/>



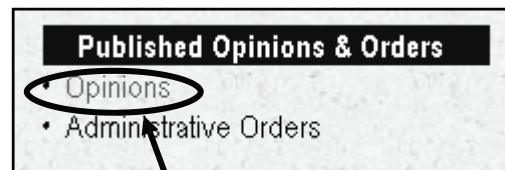
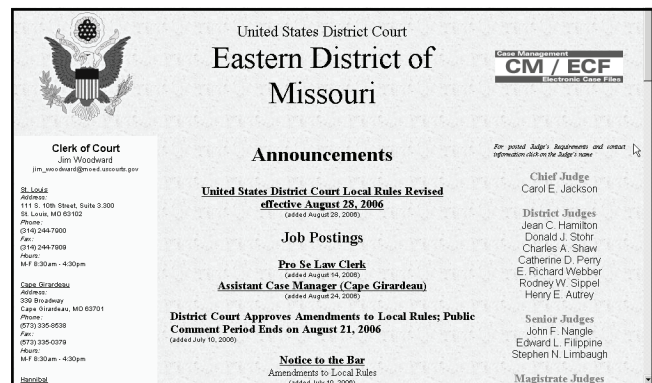
Web sites for the Eastern and Western Districts can be accessed directly at:

<http://www.mow.uscourts.gov/>



The opinions of the Western District Court of Appeals in Kansas City are easily accessed through the 'Opinions' link.

<http://www.moed.uscourts.gov/>



To access the opinions of the Eastern District Court of Appeals in St. Louis, scroll down to the bottom of the page to the 'Published Opinions & Orders' section and click on 'Opinions'.

# Case.Net

The first line of defense is an informed public

Missouri Supreme Court Operating Rule 2 governs public access to the records of the judicial department. Case.Net allows Internet access to cases filed in Missouri that have been deemed public information. Information available on Case.Net is pulled from the Justice Information System database, depending on the security level assigned to each case.

No juvenile records are available to the public on Case.Net. Juvenile records are considered confidential, unless a formal petition is filed or the juvenile is to be tried as an adult. Confidentiality is key to the 'Balance and Restorative Justice' approach of the juvenile courts.

But Case.Net has a backdoor for juvenile officers. A 'Log-on' feature allows juvenile officers to gain access to referrals and formal cases from other circuits.

The screenshot shows the Missouri Courts website. At the top, the header reads "Your Missouri Courts" with the subtitle "THE JUDICIAL BRANCH OF STATE GOVERNMENT". Below this is a navigation bar with links: Home, Know Your Courts, Legal Resources, News & Publications, and Services. A large image of the Missouri Supreme Court is on the left. To its right is a "Quick Links" menu with a list of links: Appellate Courts, Case.net, Circuit Courts, Court Rules, Fine Collection Center, Judicial Vacancies, Juror Information, Representing Yourself, Sentencing Commission, and Statistics. An arrow points from the text "Case.Net is linked directly from the Quick Links on the Missouri Judiciary Web page." to the "Case.net" link in this menu. Below the "Quick Links" menu is a section titled "Today in the Courts!" with the text "Welcome to the new Web site for Your Missouri Courts. We look". At the bottom of the page, there is a "State of Missouri Office of the State Courts Administrator" section. To its right is a "Case.net" logo. An arrow points from the text "It can also be accessed directly at www.courts.mo.gov/casenet." to the "Case.net" logo. Below the "Case.net" logo is a "Search for Cases by:" field with a dropdown menu. To the right of this field is a "Logon" button, which is circled. An arrow points from the text "From the Case.Net home page, click the 'Logon' link to access records not available to the public." to the "Logon" button. Below the "Logon" button is a section titled "Click one of the links below to start your search!" with four links: Litigant Name Search, Filing Date Search, Case Number Search, and Scheduled Hearings & Trials Search. Below these links are four boxes: "Welcome to Case.net", "Case.net Announcements", "Case.net Availability", and "Need Help?". The "Welcome to Case.net" box contains text about the Missouri State Courts Automated Case Management System. The "Case.net Announcements" box contains text about the 22nd Circuit Court's automation program. The "Case.net Availability" box contains the text "Monday to Friday 6:00 AM - 1:00 AM". The "Need Help?" box contains text about help links and a list of links: General Help, Search Help, Court Specific Help, and Fine Collection Center Pay by Web.

Case.Net is linked directly from the Quick Links on the Missouri Judiciary Web page.

It can also be accessed directly at [www.courts.mo.gov/casenet](http://www.courts.mo.gov/casenet).

From the Case.Net home page, click the 'Logon' link to access records not available to the public.

Juvenile court personnel can log onto Case.Net using their network ID and password (not their JIS ID).

The security level attached to that ID will determine which cases the user can access.

Case.Net can search by name, case number, filing date or scheduled hearing.

To search by name, click on Litigant Name Search, then specify the circuit or by clicking on the drop down menu. The default search is by all circuits.

A last name is required.

Especially with common names and large circuits, additional name information will narrow the number of records returned by the search.

Case.Net will display a list of cases that satisfy the search. Clicking on one will pull up detailed case information.

Clicking on the Party tab will reveal the name of the juvenile officer assigned to the case.

# Search Engines

The most frequented sites on the Internet, arguably the most powerful and influential on the Internet, are the sites whose purpose is to find other sites—the Search Engines. The Internet is so vast, so baffling, it needed a new science to comprehend it. Search Engines are the tool that make the Internet navigable. If the Internet represents the evolution of the collective mind, Search Engines are another means of sensory perception.

This example is not intended to catalog every search engine in existence, or to endorse any particular one. Four of the most popular are:

Google  
www.google.com



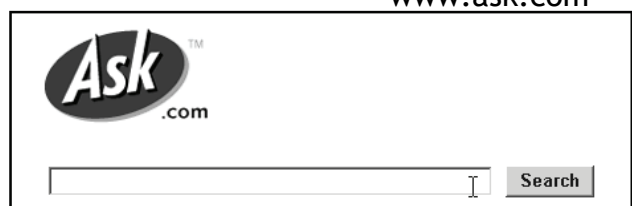
Yahoo!  
www.yahoo.com



MSN Search  
search.msn.com



Ask  
www.ask.com



Each has a slightly different interface, searches the Web in a slightly different way and offers slightly different services.

The chart below shows the number of references returned by the different services when searching for 'delinquency', 'juvenile delinquency', and 'juvenile delinquency treatment'. As the search becomes more specific, the results narrow. Many of the references were the same from service to service, but the order in which they were listed differed greatly. Because the Web is

	Google	Yahoo	MSN Search	Ask
"Delinquency"	13,600,000	5,600,000	932,457	1,049,000
"Juvenile Delinquency"	2,370,000	1,430,000	266,419	268,800
"Juvenile Delinquency Treatment"	995	320	1,079	335

constantly changing, the same search on a different day might return different results.

Search Engines mean that a juvenile justice practitioner is never without information resources. Regardless of the issue that may cross the practitioner's desk, Search Engines provide a constant means for research, study, and greater knowledge.

The catch is that none of it is packaged. It is up to the practitioner themselves to uncover, analyze, assemble and finally apply new knowledge. This process, known as 'bricolage', encourages creativity, experimentation, and networking—the importance of the latter coming through feedback that the practitioner receives from colleagues when testing new information.

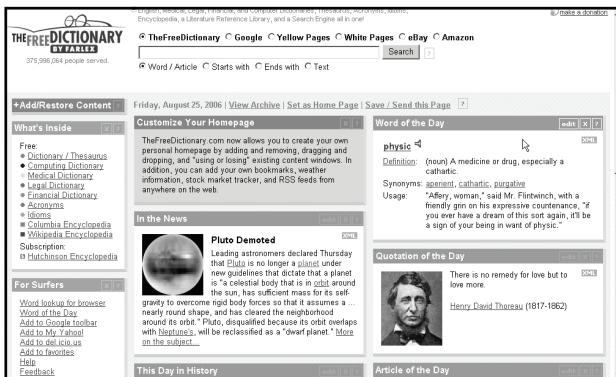
For supervisors, assuring that staff are exposed to feedback is vital—only feedback can establish the relevance of new information. Also important is an understanding that new knowledge is bound to bring change—hand in hand with a supervisor's skills in managing professional development goes their skills in managing change.

# Reference Sites

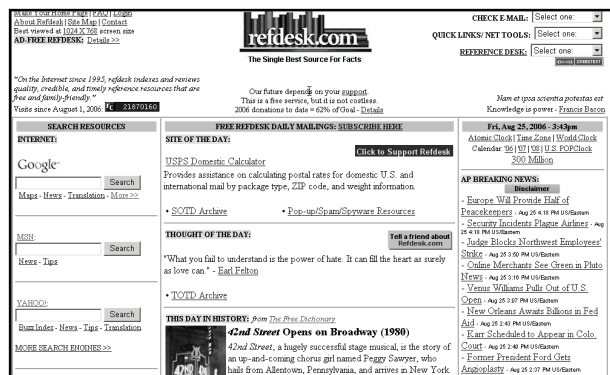
Where a Search Engine produces a list of independent Web sites, customized depending on the search specified by the user and inclusive of any and everything on the Web, a 'reference site' is a controlled collection of information or sites similar to an encyclopedia. Like a search engine, a reference site can be queried for a specific topic or issue, but generally only within the confines of that site. Many people prefer reference sites to search engines because their output is more predictable and the sources of information more reliable and reputable, if also more limited. In many ways, reference sites contain 'official' or 'approved' information—search engines produce that, plus every two-cents anyone might care to add to a given subject, and must be sifted through for relevance. For that reason, reference sites may reveal basic information faster. For a juvenile justice practitioner seeking to increase their knowledge of a given topic, both offer useful advantages and disadvantages.

Examples of reference sites include:

The Free Dictionary  
[www.thefreedictionary.com](http://www.thefreedictionary.com)



RefDesk  
[www.refdesk.com](http://www.refdesk.com)

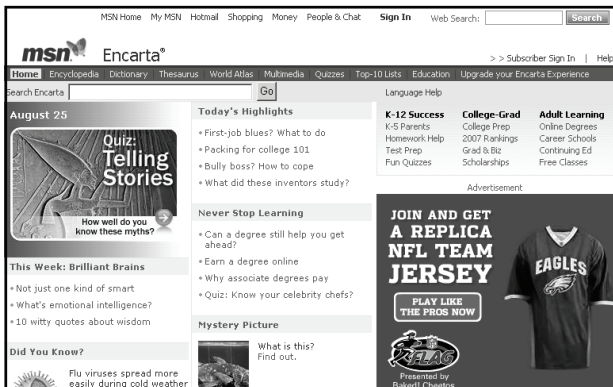




Examples of reference sites driven by for-profit corporations include:

*Note: These sites occasionally offer expanded services for subscription paying members, and require log-on.*

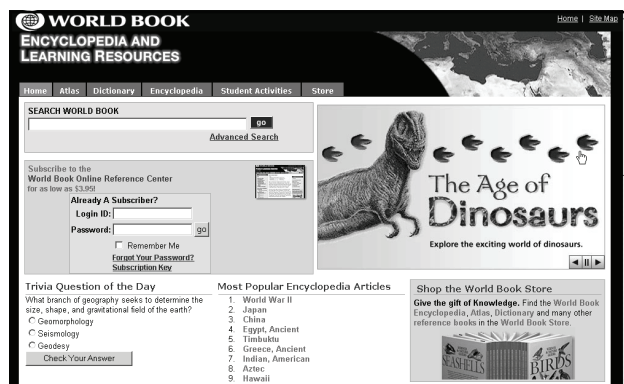
Encarta  
encarta.msn.com



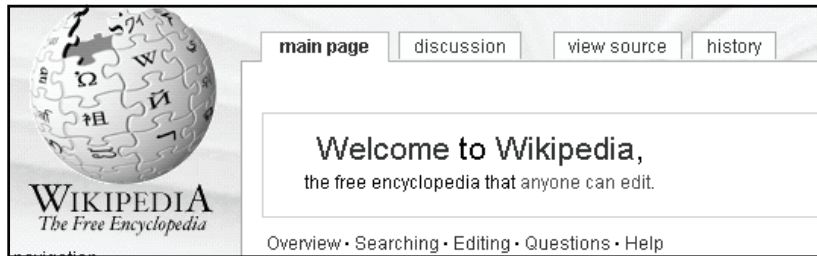
Encyclopedia Britannica Online  
www.britannica.com



World Book Encyclopedia  
www.worldbook.com



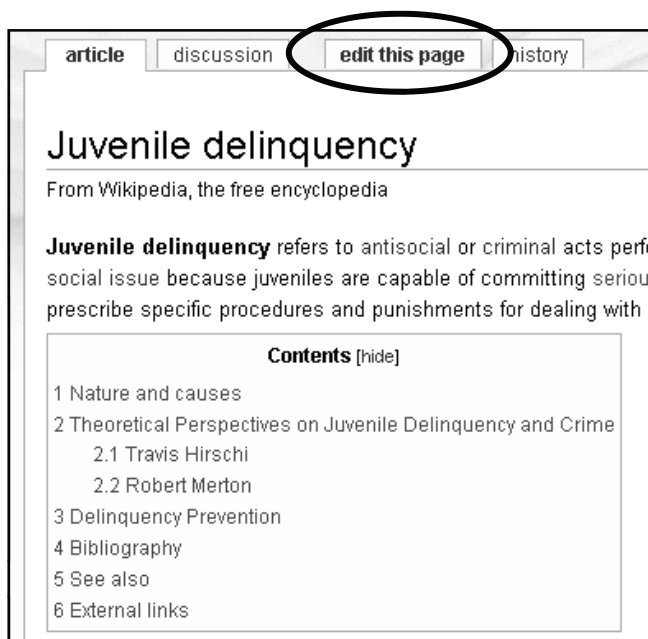




'Wikipedia' represents a unique kind of reference site in which all of its entries are written collaboratively by its readers. By its own reckoning, thousands of changes for accuracy,

grammar, even new articles, sections, and subsections are being added every hour. Many articles are extensively annotated consistent with the highest standards of academic integrity (some are not, and such articles are appropriately flagged). Checks are in place whereby inappropriate changes are quickly removed, and repeat offenders can be blocked entirely.

Wikipedia in many ways represents the strengths and pitfalls of the Web—its information is only as good as its sources. Users must learn to analyze those sources to derive its benefit.



This Website uses a form of software known as a 'wiki' which is simply a form of collaborative authoring for the Web. Currently, it contains 1.3 million articles written in English, and another eighty-five thousand in other languages. Users of a 'wiki' are both consumers and producers of knowledge.

In addition to Wikipedia, there is Wiktionary (dictionary), Wikiversity (learning materials), Wikinews (free content news) and others.



# Webcasting

Webcasting is a means of automatically delivering information from one computer to the other through the use of subscriptions. Being used more and more by news services, the user simply signs up to receive certain information from a particular service, which then automatically downloads the information at regular intervals specified by the user. For example, if a user regularly visits the 'Law' section of a particular news service, the user could simply subscribe to have that information readily available at their desktop.

There are two popular forms of Webcasting:

**RSS**, or 'Really Simple Syndication' sends text messages that will popup or scroll across the user's computer screen at intervals specified by the user. For example, the user who twice a day visits the Law section can subscribe to have those headlines automatically delivered. RSS is text only—it includes no graphics, ads, or other large files, therefore it requires only a small amount of bandwidth and will not slow down the user's PC, or their network.



**Podcasting**, somewhat incorrectly named, does for audio, and sometimes video, what RSS does for text. But instead of simply delivering a strand of text, it sends an audio file to the subscriber's computer. That file can then be

transferred to a portable device for listening, and the mislabeling comes from its extensive use on Apple Computer's iPod and other similar devices. But Podcasts can be utilized just as well right on the desktop



SUBSCRIBE POD

Many colleges and universities have incorporated Webcasting, especially Podcasting, as part of its classroom experience. Students can download lessons which they can listen to as they walk around campus. It is also used by museums and other institutions as part of walking tours, and businesses as a means of feeding information about products and services. Podcasts also require greater bandwidth than RSS.

Whether RSS or Podcasting, the user must download software to their computer to utilize the services. Juvenile Judiciary professionals are reminded that **NO** software can be added to their computer without the approval of their supervisor and the Information Technology section of the Office of State Courts Administrator.



**Office of State Courts Administrator**

*Division of Judicial Education*

PO Box 104480

Jefferson City, Missouri

65110